



## Job Description: Senior Manager Platform Operations, Africa

**Location:** Flexible

**Reporting to:** Director of Platform

### Background

d.light is a global social enterprise aiming to improve the lives of the two billion people in the developing world that live without access to reliable energy. We provide distributed, affordable solar energy solutions for households and small businesses that are transforming the way people all over the world use and pay for energy.

d.light innovations have led and shaped the market since 2007 when it introduced what was then the world's most reliable, affordable solar light. Market development is akin to the early stages of the mobile phone industry – rapidly growing consumer-driven adoption of the latest global technology leapfrogging less functional and more costly utility-based alternatives.

With an expanding product range currently distributed in over 15,000 retail outlets in over 60 countries to over 50 million customers, the company is manifesting its vision for the future of energy in the developing world.

d.light believes the most successful energy supply solutions in the developing world will be distributed and renewable. Demand for reliable, affordable power is vast and growing exponentially with rising consumer incomes. Rapid technology improvement is enabling higher performance, lower cost solutions than ever before.

A key development in these emerging energy markets is the rise of the pay-as-you-go (PAYGO) business model. This suite of technology solutions enables remote control of products, allowing customers to pay for expensive assets over time while simultaneously protecting the investments of the companies and investors in the space. If given the opportunity, customers in these developing markets have proven willing and able to pay small amounts over time to purchase large energy assets well beyond prices previously considered feasible. d.light considers PAYGO technology an important enabler of energy access across the world and continues to invest in strengthening this business offering within d.light.



## Position Summary

With a growing segment of external PAYG partners and countries where d.light is driving distribution, d.light is searching for an Operations Manager with impeccable relational and business consultancy skills. The Senior Manager will be the main point of contact for PAYG partners and internal d.light operators who use d.light Atlas, ensuring all operators under /her care are equipped with tools, training and guidance to maximize experience and value while using our PAYG software platform, Atlas.

The Senior Manager will be responsible for the following tasks:

- Manage a team to provide the first point of contact for Atlas related items, requests and issues coming from PAYG partners and d.light operators in Africa
- Communicate regularly with PAYG partners in Africa to ensure smooth operations and a successful partnership that drives value for our business and the partner
- Lead cross-departmental initiatives on key rollouts when needed, providing technical and project oversight
- Maintain updated training materials (presentations, guides, videos) for all aspects of Atlas; own the training material development, management and updating in coordination with the Director
- Administer initial and ongoing training with partners and d.light operators on the continent to ensure Atlas functionality is being utilized properly, including travel to partner sites
- Spec out new functionality and prioritize these new builds based on business needs of internal operators and partners, serving as the voice of Africa in roadmap planning with the development team and Director
- Escalate urgent issues to the development team as needed when the Director is offline
- Work with the Director as necessary to explain details of our software platform to potential new partners
- Assist new PAYG partners in setting up local infrastructure for implementing PAYG when necessary
- At the discretion of the executive team, recruit and develop junior team members who support a growing partner infrastructure in Africa



## Fit

The Senior Manager will be an indispensable leader in the company and its community. This role will be a good fit for you if you are:

- Passionate about providing energy access to off-grid markets
- Comfortable managing diverse groups of partners and communicating across countries
- A big-picture thinker able to foresee potential roadblocks and implement thoughtful, cost effective and stage-appropriate solutions
- A highly efficient communicator, able to communicate with ease across the time zones, geographies and cultures that d.light operates in
- Able to combine a high competency for data driven management with an ability to communicate effectively to secure buy-in with external parties as well as internal colleagues
- Excited to thrive in a transparent, direct, non-hierarchical environment with relatively lean, high-commitment collaborative teams operating with a clear purpose, and with every action guided by core operating principles

## Ideal Experience and Skills

- 5-7 years of professional experience in an external/client-facing role
- Customer support / customer service experience in software or technical teams
- Excellent technology skills with an understanding of the intersections of mobile money, SMS, web pages, databases and how they interact in African markets
- Experience managing partner relationships, preferably in a software context
- Strong business acumen with track record of solving business needs through software solutions
- Deep understanding of PAYGO business models with experience in off-grid energy a plus
- Experience working in both local and distributed teams
- Experience working with mobile operators is a plus
- Experience working with financial transaction management is a plus

## Compensation

Compensation commensurate with experience.

## How to Apply

Interested candidates should send their Cv and Cover Letter to [hr.africa@dlight.com](mailto:hr.africa@dlight.com) before December 20th 2020.