



AFTER SALES MANAGER

US

D.light Design East Africa Ltd. (www.dlightdesign.com) is looking to hire a dedicated and highly motivated After Sales Manager. The successful applicant will lead the delivery of the Brand's after sales service. The main objectives of the role are to identify, develop and deliver specific after sales strategies, including, network support and training together with programmed campaigns to ensure entire customer satisfaction. The company is embarking on its next strategic phase of rolling out a series of solar lighting and power consumer products in Tanzania. This position is based in Dar-es-Salaam but will involve travel within rural Tanzania. This person will report to the Operations Manager.

This position is an incredible opportunity to work with a high growth Silicon Valley social enterprise and to develop support and service of a technology that will impact millions of people. The company is well funded by both Silicon Valley and International investors including Mahindra & Mahindra, Nexus India Capital & Acumen Fund.

Our mission is to enable households without reliable electricity to attain the same quality of life as those with electricity. We will begin by replacing every kerosene lantern with clean, safe and bright light.

YOU

You are an experienced, competent and motivated After Sales Manager. You are a natural leader and have strong communication skills. You will interact regularly with our sales, distribution and operation team members and achieve specified after sales activity and performance targets. This position will have the following responsibilities:

- To assist in the development and delivery of the D.light After Sales Strategy.
- To develop and deliver a comprehensive Technical and After Sales Training programme for the D.light Dealer and Distributor network in Tanzania.
- To provide customer support through your team and deliver After Sales Service Standards in line with D.light Design warrantee objectives.
- To assist the D.light Marketing team to develop and operate an appropriate customer After Sales Enquiry telephone response service.
- To instigate internal After Sales Training of D.light office help desk staff and Sales Executives.
- To put in place a quantitative and qualitative system of measuring Customers satisfaction with Delight's speed of response, efficacy of action taken and general levels of service fulfillment.

- To assist in the conducting of market research in order to obtain appropriate data to constantly improve the Company's After Sales Service delivery.
- To be an active member of the D.light East Africa Management Team and to provide a significant and active contribution in support of growing the business and achievements and strategic objectives.

QUALIFICATIONS

- Highly energetic self-starter and leader
- Proven track record in After Sales Management
- A demonstrable record of exceptional achievement in the field of After Sales.
- Well experienced in FMCG, Telecoms and/or consumer durables After Sales especially sales through a dealer distributor network
- Experience of developing and training an After Sales Team
- Local knowledge of consumer behaviors and After Sales trends and best practice.
- Passionate about eradicating kerosene lanterns and providing families high quality light
- Excited to create a brand known for excellent quality and customer care
- Excellent communication skills
- Willingness to travel some the time to distributors, end users and service partners
- Comfortable working in a startup environment
- Fluency in English and Kiswahili language a must

INTERVIEWS

Interested parties should contact Malcolm.Wigmore@dlightdesign.com and provide a resume, a statement of interest and current and expected compensation.

COMPENSATION

Compensation is commensurate with experience level.

Are you excited? Are you ready to change the world?

