



## **JOB DESCRIPTION: SENIOR OPERATIONS MANAGER**

<b>Company:</b>	EarthEnable, Rwanda
<b>Reports to:</b>	Rwanda Managing Director
<b>Location:</b>	Nyamata, Rwanda
<b>Compensation:</b>	Competitive and commensurate with experience
<b>Timeframe:</b>	3-5 years

### **Who we are**

At EarthEnable, we believe that our clients deserve our very best, that morning high-fives are the best way to start the day, and that the best ideas could come from any part of the company. We celebrate each other's wins, learn from our setbacks, and are deeply proud of the impact we make every day. We believe that a clean, dust-free floor means more than living in a healthy home. It means pride and dignity in the place our customers most treasure: their homes. Being a part of our team means more than building floors: it means building an organization and building a better future for rural families.

### **What We Do**

EarthEnable is transforming the way people live, by making homes healthier for families across rural Africa. 75% of Rwandans and 65% of Ugandans live in homes with dirt floors which are dusty, unsanitary, and fertile breeding grounds for parasites and germs. While replacing a dirt floor with concrete has significant health benefits (e.g. reducing diarrhea by 50% and parasitic infections by 80%), concrete is unaffordable for many who need it. EarthEnable addresses this pressing and ubiquitous problem by selling our proprietary floor for 70% cheaper than concrete with 90% less embedded energy.

### **About the Role**

EarthEnable expanded to several new districts in the past year and is looking to continue to scale and grow throughout 2019 and on into the future. To achieve our ambitious targets, we need a Senior Operations Manager deeply committed to quality output through organized execution. The Senior Operations Manager (SCM) would lead and oversee all of our field operations, from the logistics of material sourcing and delivery to the team management aspects of training and building out our mason corps and ensuring quality throughout the construction process. The SOM would serve both a strategy and execution role, spending significant time both overseeing site operations and analyzing operational data in the office, and be a critical thought partner to the CEO and Senior Management. We are looking for a leader who is ready to take on the impact opportunity and challenge of a career.



The responsibilities would include:

#### Strategy

- Work with senior management to determine and iterate on our scale strategy, and directly support implementation
- Recommend changes to the business model to fit new contexts based on field learnings and see to the execution of those changes
- Initiate, manage, and implement strategic special projects (e.g. oversee new initiatives and programs to train, certify, and retain masons)
- Develop strategies to improve our customer satisfaction
- Develop innovative incentive schemes and training models that motivate field staff, especially masons, to consistently deliver quality service

#### Execution and Team Support

- Build out new support functions for logistics and quality control to enable EarthEnable to achieve rapid scale without sacrificing quality
- Oversee existing mason training, laying out clear processes for them to follow in hitting key targets needed by the Senior Operations Manager, and ensure clear connections between these teams and new teams that are built out
- Work closely with the other Senior Operations Manager and Head of Government Communications to ensure smooth end-to-end customer fulfillment
- Work closely with the Talent Manager to source and hire the right staff to support the growth of your team

#### Continuous Improvements to Operational Efficiency

- Drive gross margins by finding areas to increase revenue and cut COGS
- Analyze data to assess areas of inefficiency in each district, deploy support staff to help them improve, and develop innovative interventions to improve efficiency
- Identify and implement continuous process efficiency improvements through significant time with customers, drivers, sales reps, and masons

#### Systems Development

- Improve and implement systems to support scaling (e.g., construction planning, inventory management, supply chain management, quality control management, customer relations management, financial management, etc.)
- Drive overall development of models and processes to support on-time product delivery
- Oversee the management of and updates to existing Salesforce platform, integrating new software as necessary



## Qualifications

- Significant experience in construction management and project supervision
- Excellent analytical skills and excellent detail orientation, including Excel modeling and data analysis
- Experience and skills in motivating and guiding a team towards results
- Passionate about international development and social enterprise
- Knowledge or experience with engineering, logistics, or supply chains; undergraduate or graduate degree in these sectors strongly preferred, but not required
- Flexible and adaptable to changing environments; thrives in a bootstrapped culture
- Hard working and gritty to push through challenges
- Ability to work on a variety of tasks at the same time and manage time
- Maturity and poise under stress
- Entrepreneurial attitude, creative problem solver, patient team-player with a sense of humor
- Experience with fast-growing social ventures is a plus
- Rwandan national, or ability to work in Rwanda without visa sponsorship
- Several years (5+) of related work experience, ideally in engineering, construction, or operations is a plus
- Graduate degree (MS, MBA, MPA/ID, etc.) a plus, but not required

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