

Safi Analytics

Country Director, Kenya

Nairobi, Kenya

The company: Safi Analytics

For driven, talented team players who want to be top-notch technology leaders, [Safi Analytics](#) offers an opportunity to be part of a world-class team building cutting-edge technology.

Safi builds software to drive smart, clean growth for factories worldwide, starting in emerging markets. Safi's real-time system helps factories improve production efficiency and prevent breakdowns. Safi's smart technology is easy to launch + easy to use from a smartphone or computer anywhere, and works across all factories and machine types. The Safi platform provides accurate, real time data alongside key management metrics, customized SMS alerts and standardized daily + weekly reports to support factory operations.

Since launching in mid-2018, Safi Analytics has already become the leading provider of smart factory software in their first market, Kenya, working with 30+ factories with real-time data streaming from 400+ machines. The software has already saved multiple factories more than 100,000 USD/yr, and Safi's team of 12 just closed a successful seed round in mid-2019 to reach their next 100 customers and explore next markets. Safi has also received innovation awards from both MIT and Stanford University and participated in StartX, one of the top startup accelerators worldwide.

The Safi team shares the following values:

- Integrity matters. We are honest, straightforward and sincere. With each other. With our investors. With our customers.
- We (actually) care. About each other. About fighting climate change. About making a real impact.
- We use data to make decisions. We possess the courage to accept “hard truths” and confront challenges head on.
- The power of growth mindset is real. We strive to be the best we can be; to achieve this we are committed to embracing change and expanding our capabilities.

The role: Country Director, Kenya

The Country Director will lead Safi's business in Kenya, across both sales and operations. The Country Director will be the head of all Safi activity in Kenya, including managing the Kenya-focused team, and will report directly to Safi Analytics' CEO.

Safi is committed to providing our customers with exceptional customer service and peace of mind with truly useful products that give Safi customers a competitive edge. Delivering on these promises to all of our customers - from first outreach to potential customers through their daily experience, is what will drive a successful Country Director. The Country Director will lead the Safi Kenya team to hit customer growth and retention goals in country while working with the Safi CEO and CTO to provide feedback to continually improve Safi's product, systems, and approach. This will be a challenging and exciting job given that Kenya is Safi's first market and success there will help define the future of the company.

The Country Director's success will be measured by the following:

- Safi customer satisfaction, as measured by Net Promoter Score (NPS)
- Effective customer usage of the Safi system to drive value
- Number of paying customers, revenue, and profit

Success in this role will require a deep understanding of Safi's customers - the teams responsible for owning, managing and operating factories - strong, ongoing relationships; robust customer communication; proactive Safi-based solutions to customer problems; and ongoing partnerships to achieve maximum value. This role can start as early as October 2019 - the sooner the better! - and can provide the opportunity for tremendous growth for the right candidate.

What you do

* Lead the Safi Kenya team to hit customer growth and retention goals. This includes directly managing the Kenya team (current - 4) with responsibility for execution of all day to day operations including sales, account management, and any hardware-related operations and logistics.

* Fully own Kenya P&L, from revenue to cash flow and reporting. The Country Director is responsible for strategic direction, growth, and overall operational oversight of Safi's business in Kenya initially and for East African expansion

* Lead and grow the Kenya team to hit performance and cost goals, from recruiting to management and talent development. Support teamwork and individual growth in line with Safi's values.

- * Creatively and continuously improve the effectiveness of operations in Kenya, identifying partnerships and systems improvements and coordinating with CEO and other Safi leaders to ensure alignment and learning across other Safi markets
- * Continuously monitor competitive landscape to thoughtfully lead in the right positioning and partnerships for Safi's continued success. Provide thoughtful feedback to support Safi's company-wide product, systems, and approach.

What's in it for you?

- * Build Kenya as the initial flagship market for a global, high-growth company, and expand the business within Africa.
- * Work closely with a world class international team: Our CEO is trained at Stanford Business School and previously led a team managing \$65M in revenue at a quickly-growing company. Our CTO is an experienced software executive and entrepreneur. Our Head of Growth previously led \$150M+ in revenue growth. Our Kenya team is made up of talented engineers and professionals, including the recipient of the award for Young Energy Professional, Sub-Saharan Africa.
- * Opportunity for advancement within Safi, including likely near-term expansion of Country Director role to include other countries within Africa
- * Be a leader within a quickly-growing team of international talent, from Silicon Valley, Stanford, Argentina, and Nairobi.
- * Grow with a team that believes developing talent is important, and is building that as a core strength of the company from day one.
- * Work with cutting-edge software technologies, including the latest machine learning and big data tools, and participate in the full product development process
- * Competitive pay, benefits, laptop, etc.

Requirements

- * Success leading P&L with a solid understanding of budgeting and financial planning with at least 5 years of experience working in Kenya
- * Success in leadership and management, and demonstrated ability and desire to develop other leaders.
- * Entrepreneurial attitude combined with strategic and data-driven decision-making.
- * Gets the big picture, relentlessly follows up on details.
- * Team oriented, while being proactive and self-directed - needs to be able to craft and drive projects that include multiple areas of the organization. Being a great teammate who can manage in a changing environment with a focus on customer success is essential to success in this role.
- * Evidence of operating swiftly amidst ambiguity, displaying capacity to adapt to the changing requirements of a fast-growing company. Being able to prioritize, take initiative, communicate clearly, and manage many projects and workstreams is critical.

- * Excellent interpersonal, analytical, and communication skills, with the ability to work with all team members working at factories (e.g. owners, factory managers, engineers, maintenance + data entry staff)
- * Experience with - and unwavering commitment to - exceptional customer service
- * Love problem solving and apply a holistic approach to it - combine customer empathy + data to drive behavior change
- * Eager to bring radical candor to work and enthusiastic about organizational culture: excited to challenge yourself and your teammates, support others' growth and development, and both give and receive feedback.

Nice to have

- * Swahili language skills
- * High-growth startup experience

Why not to take this job

This role will require significant ownership and a strong drive to learn and grow while holding yourself and your teammates to world-class standards. You'll need to be far more than just an employee who shows up - you should be ready to hit the ground running, test new approaches and do everything reasonable to find success for our customers. If you're not ready for that today, this role is not for you.

To apply

- * Apply through Angelist at
<https://angel.co/company/safi-analytics/jobs/634813-country-director-kenya>