



## **BUSINESS OPERATIONS MANAGER**

REPORTING TO: General Manager

Magana, Kiambu (HQ) | Full Time

**Job Grade: 4 or 5**

### **Company Overview:**

Grounded is a women-run manufacturer of non-toxic cleaning products powered by Kenyan ingredients. Founded in 2017, Grounded manufactures over 30 products. We have grown dramatically in the last 2 years, and are looking for a high-performing Business Operations manager to join the team.

### **What you will do:**

The Business Operations Manager will be responsible for the day to day operations of the factory, including managing procurement, inventory, dispatch and logistics.. We are looking for a very organized superstar who can use systems developed to track many moving pieces, and drive teams towards decision making and problem solving. This person will need to ensure SOPs are followed, KPIs are tracked, and the team has clear daily management.

In addition, this person needs to work with other department heads to collect information needed to make decisions. Candidates need to be creative thinkers, with strong ownership and independent drive to anticipate challenges and needs, and tackle them head on.

### **Job Areas:**

1. Manage a team of 5+ across fulfillment, order processing, logistics, demand planning and procurement.
2. Responsible for team management of all incoming order processing across various sales channels (website, retail, b2B).
  - a. Timely communication
  - b. Correct use of systems, tools, software
  - c. Proactive internal problem solving
3. Own our inventory analysis and planning - lead stock planning analysis and decision making with production and sales teams
  - a. Manage the demand planner to this effect
4. Manage the daily functioning of the administrative side of the office, including reception area & factory walk ins walk-ins
5. Lead all logistics for Grounded, including our own vehicles and service providers (3rd party, or bodas, etc).
6. Coordinate closely with finance teams on cost controls, Accounts Receivable, budget planning.
  - a. Manage accounting/accountability systems - accounts receivable, booking in payments, returns processes, delivery notes.
7. Security, facilities, compliance as needed

#### What You'll Need:

- 3+ years of experience including people management. MUST have experience in operations in manufacturing, or distribution (not service).
- Strong grasp of key business processes and principles - controls, team, problem solving, planning.
- Strong data and analytics skills - fluency in Google Sheets, and BI / data visualization tools like Airtable. Familiarity with the Zoho suite is a plus. Knowledge of SQL is strongly preferred but not required.
- Familiarity with e-commerce, accounting systems- eg, Zoho Suite, woocommerce

#### Soft Skills:

- **Entrepreneurial Self-Starter** - thrives in a fast-moving environment and are capable of independently seeking information, marshaling resources, and delivering results without waiting for direction (Get Stuff Done).
- **Highly organized** - can use tools systematically, and accurately. Can track open action items and tasks and stick to deadlines.
- **Proactive communicator** - pushing updates to team members' needs, and clearly outlining plans, decision points. Using correct communications mediums (whatsapp, phone call, email, task software)
- **Problem Solver** - proactively identifying issues or challenges, and quickly developing potential solutions to drive decision making.
- **Team builder** - Needs to effectively work with all department heads to ensure smooth operations (production, procurement, finance, sales, marketing), and manage a team towards set KPIs.
- **Customer Service Mentality** - Supports internal and external customers to sell more products, and get paid!

#### What Success Looks Like:

- Excellent operational efficiency, cost control measures, while improving the speed with which we can process and dispatch orders to achieve revenue goals
- Extreme care and attention to proper storage, warehousing, and security for our products/assets
- Logistics cost controls and planning for scale - understanding when/where/how to get products to customers in a cost effective manner
- Attention to detail, including closing out customer orders, alerting sales colleagues on any changes, and replying to any open inquires.
- Systems are being used, and are helping us to improve
- Regularity & consistency of communications, reporting
- Proactive reporting on issue resolution, problems & solutions related to business operations
- Seriousness around cost-controls, and accounts receivables - eg, cash on delivery customers, etc.
- Zoho controls and accuracy - consistency and accuracy in use of price lists, customer set up, noting credit limits & overdue payments as a barrier to delivery/order processing.
- Orders are processed in a timely manner, with attention to payments, stock availability and customer communications & sales coordination.



# GLOBAL SLACKER ENTERPRISES LTD

**Salary Range** (depending on experience and qualifications) - KES 80,000 - 120,000 per month gross.