Position Description: Chief Operating Officer

Company Overview: EGG-energy is a for-profit venture with a mission to deliver electricity to low-income customers in Africa, starting with Tanzania. Nearly 90% of the Tanzanian population has no access to the electricity grid. At the same time, 80% live within 5 kilometers of the grid. The problem is that power distribution doesn’t cover the ‘last mile.’ As a result, Tanzanian households use expensive and hazardous substitutes such as kerosene, and cannot power devices that could improve their livelihoods.

EGG-energy Tanzania (EGG-TZ) provides a significantly cheaper and superior energy source for its customers with a battery swapping service. EGG-TZ takes power from the grid, packages it into portable batteries, and distributes the batteries to its customers. The customer pays an annual subscription fee for the right to a portable battery that can power 2 lights, a radio and a mobile phone for three to five nights. When the battery is exhausted, the customer returns it to an EGG-TZ distribution station and swaps it immediately for a fully charged battery for a small fee. This simple business model can start addressing the needs of low-income customers now, and position EGG-TZ to meet the growing energy demands of these customers in the future.

EGG-energy is the winner of the Social Enterprise track of the 2009 HBS Business Plan competition, the 2009 Knox Lawrence International Africa Business Plan Competition, the 2009 Pace University Social Pitch Contest, the Combined Office of the Dean of Graduate Education / Yunus Challenge Award at the 2009 MIT Ideas Competition, third place at the 2009 Ignite Clean Energy Competition, and winner of the 2010 Richard Heinberg Award for Sustainability from the William James Foundation. EGG-energy has raised $200,000 in cash, loans, and in-kind contributions and is in a strong position to drive the development of a new, sustainable energy infrastructure that serves Sub-Saharan Africa.

Chief Operating Officer Job Description:
Reporting to the Chief Executive and the Board of Directors, the Chief Operating Officer will be responsible for supporting the CEO in developing, executing and managing the EGG-energy business plan with a particular emphasis on operational and sales performance.

The Chief Operating Officer will be responsible for profitability and day-to-day operations and the management of site managers and EGG-fellows. The COO will play a heavy role in all elements of the business including refining processes at charging stations and distribution satellites; marketing & sales; supply chain and logistics, customer service; and support functions such as pricing & revenue management, capacity planning, partnerships and distribution.

Specific responsibilities will include budget planning, revenue management, expense controls, facilities management, technology systems, and other operational planning. The COO will establish, in close partnership with the CEO, metrics to manage key elements of the company’s operational performance required to meet both customer and financial expectations.

The COO also will be responsible for planning and organizing internal company operations and supporting the CEO in maintaining a healthy corporate culture. The COO will ensure that the
company’s policies and procedures are implemented and followed by all personnel, changing or adding to such policies procedures as required.

This position provides the successful candidate with the opportunity to make an immediate bottom-line and leadership impact in a promising start-up. We are looking for an individual who can both grow the existing business model and help capitalize on opportunities that the future holds. We are a highly entrepreneurial environment and a company that is positioned for significant growth. If you are seeking an opportunity that rewards hard work and results that add value, EGG-energy is the place for you.

**Job Responsibilities**

**Responsibilities include but are not limited to the following:**

- Develop, establish, and direct execution of operating policies and procedures to support overall company policies and objectives.
- Improve and implement the systems EGG-energy uses to deliver its products and services.
- Support the CEO in executing EGG-energy’s expansion in the Coastal Region and beyond, working closely with Senior Leadership based in Tanzania and in the US.
- Manage EGG-energy’s revenue and expense goals, day-to-day operations and the continued development and advancement of staff at EGG-energy sites.
- Ensure quality control of all company output as pertains to customer acquisition and delivery of services. Refine and enforce EGG-energy’s high standard for customer service.
- Establish and monitor performance reporting systems (i.e. track performance against goals, ensure distributors and site managers provide quality regular reports, provide regular updates to the CEO and the US-based team, etc).
- Regularly evaluate operating procedures and create centralized best practices within different sites to ensure uniform performance throughout the company.
- Hire, train, motivate, direct, coach, evaluate and retain high performers at EGG-energy sites.
- Take charge in high-priority crises.

**Job Requirements**

- Ability to lead, plan and manage change.
- Successful experience in managing operations, sales and marketing, strategic planning, finance, and human resources.
- Proven track record (at least 5 years of experience), with three years in a leadership position with experience in general management, project management and/or budgetary oversight.
- Experience working with external partners.
- Thorough understanding of financial statements and working knowledge of procurement and supply chain processes and ERP/CRM systems.
- Must be available to travel at least 75% of the time.
- Fluency in English and in Kiswahili.
- Deep understanding of living conditions and behavior patterns of Tanzanian families living in rural and peri-urban areas.
- Working knowledge of budgeting, sales, business development, and strategic planning.
• Distribution and partnership development experience preferred
• Multi-site management experience in the retail, service, hospitality industry or related field preferred
• Deep connections in energy, retail and/or funding communities preferred

**Personal characteristics sought for the chief operating officer:**
• Strong interpersonal, communications, negotiation, public speaking and presentation skills.
• Well-structured, change oriented and results focused.
• Adaptable, flexible, patient and able to work with little outside direction
• The ability to set priorities and take initiative
• Excellent organizational and time management skills
• Ability to generate respect and trust from staff and external constituencies
• Ability to perform with a high degree of professionalism, integrity and business ethics

**Location**
The position will be located in Dar es Salaam, with extensive travel (75% of the time) both to peri-urban areas surrounding Dar as well as other regions throughout Tanzania.

**Compensation**
• Highly competitive compensation package
• Medical Benefits
• Management Development

**Contact Information**
Please submit CV and cover letter to jamie.yang@egg-energy.com