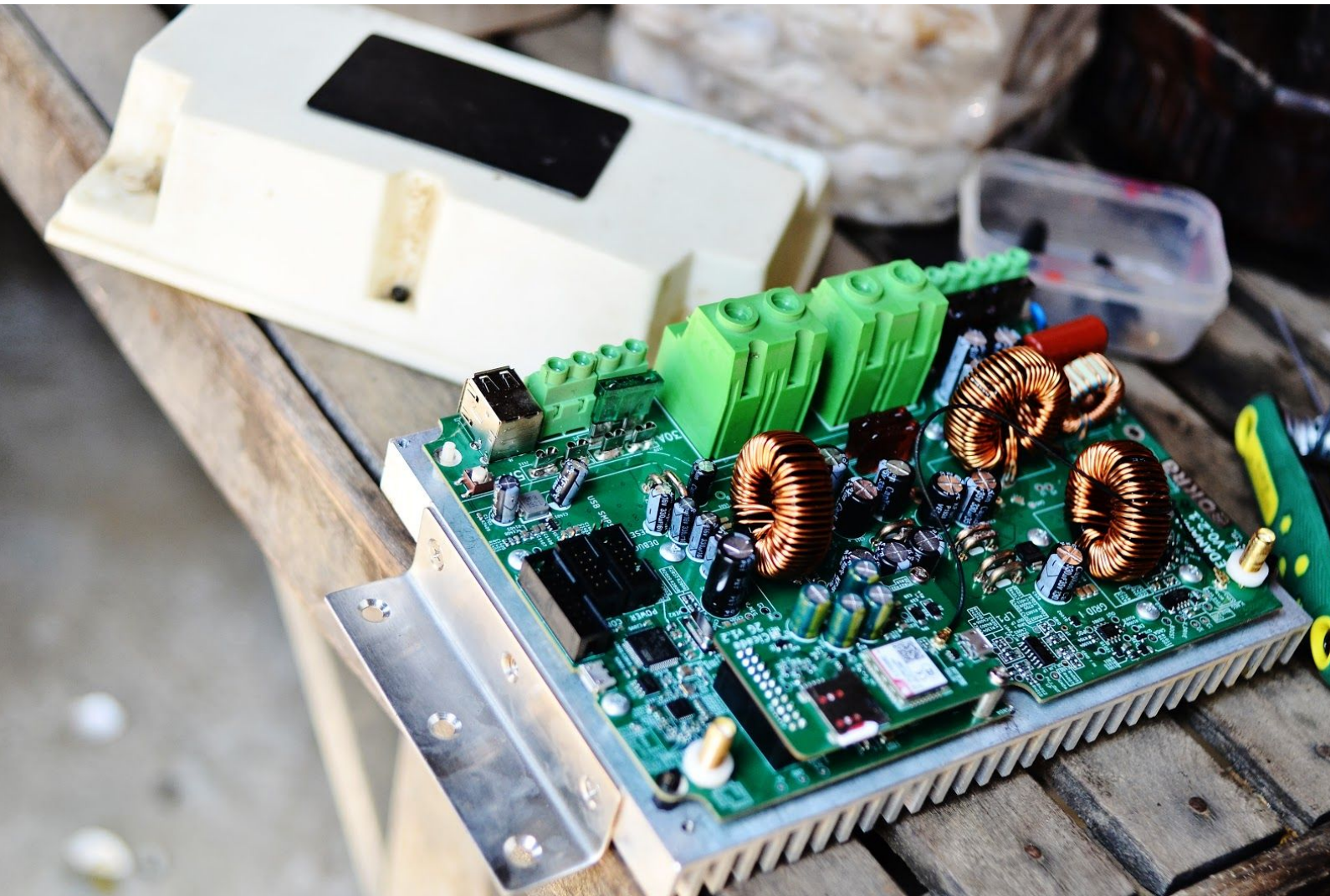


Service Delivery Team Lead

- Full-time
- Start Date - 01/08/2020
- Kuala Lumpur, Malaysia + frequent between Cambodia, Philippines, Nigeria.
- \$1,800 - 2,400 USD / month

What's Okra? We're an IoT startup company bringing energy access to the 1 billion people who don't have power. In 2019 we made the [Cleantech 50 Companies to watch](#), we [won the 2019 Techcrunch Hardware Battlefield](#) in Shenzhen, won the [2019 IEEE Empower A Billion Lives](#) competition and were the back to back [2018 and 2019 PFAN clean energy Business Plan Winners](#). We are looking for a process orientated team player to lead the service delivery arm of our company as we scale up to delivering our customers 10s of thousands of IoT pods to install in remote communities in our key markets..



Opportunity

Okra is looking for a **Service Delivery Team Lead** to join our team full-time in Kuala Lumpur or Phnom Penh (with trips to the Philippines and Nigeria expected to be required on occasion).

What you can expect to work on:

- ❑ Creating processes around how our team takes products from China and delivers them to our customer and ensures they are successfully deployed in the field.
- ❑ Ensuring manufactured products are being delivered to customers on time.
- ❑ Working with our customers to create and deploy experiments such as productive appliance use and digital marketing to improve our customers capacity for scalable service delivery.
- ❑ Working with our customers (energy companies) to elicit how to improve our overall service delivery procedures.
- ❑ Training customers on how to use the Okra Pod and the Okra Harvest Software
- ❑ Supporting the business development team in communicating to our customers' technical aspects of our product, from bill of materials generation to network planning and operations & maintenance.
- ❑ Ensuring there is a clear feedback loop from various stakeholders in our customers' organisation (from management to field staff to the end user) back to our product development team.
- ❑ Working alongside staff with various technical and cultural backgrounds.
- ❑ Field visits to Okra smart grid sites in Southeast Asia.
- ❑ Time spent in discussions and negotiations with various private sector and government stakeholders.

Team leadership:

- ❑ Leading by example, maintaining drive, passion and positive energy within the team
- ❑ Deferring to the team expertise, acknowledge and manage team strengths
- ❑ Reporting to other teams on OKRs and project milestones progress
- ❑ Cross-team liaison with other teams (Product Development, Business Development, Finance)
- ❑ Liaising with HR to define resourcing requirements and hire new team members

What we're looking for: **you can still apply if you don't fit all the requirements.*

- ❑ Professional team leadership experience
 - ❑ A background in systems engineering or another area which has involved process development and implementation.
 - ❑ Strong interpersonal skills with the ability to effectively communicate with stakeholders from field staff with limited English language skills to engineering teams and key decision makers in the private sector and government.
 - ❑ Excellent team spirit and positive attitude in the face of uncertainty and new environments.
 - ❑ Experience working with remote teams
 - ❑ Open-mindedness, willingness to learn and excitement for solving worldly problems
 - ❑ Someone who gives their colleagues a shot to be the best they can
 - ❑ "A leader worth following"
 - ❑ A data-driven mindset.
 - ❑ Strong skills in google sheets/spreadsheets
 - ❑ Someone who can navigate a plethora of digital tools to help build, implement and have processes adopted by colleagues with varying technical capacities.
 - ❑ Someone who can motivate the team as to "why" effective processes need to be adopted.
-

We also value these skills: **you can still apply if you don't fit all the requirements.*

- ❑ Project timeline management and Gantt charting
 - ❑ Product requirements specification
 - ❑ Power-user of Airtable, Google Data Studio, ability to query SQL databases
 - ❑ Project planning and budgeting
 - ❑ Experience with delivery of solar projects, especially in off-grid context
 - ❑ Solid understanding of basic electrical engineering principles relating to solar
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Benefits

- ❑ Flexible work location and working hours
- ❑ Professional career progression and opportunity to take on leadership responsibilities
- ❑ All expenses paid for national and international team trips (yearly team retreats, hackathons, etc.)
- ❑ Cover for work travel, health insurance, sick leave and equipment (i.e. laptops)
- ❑ A great work culture in a fast-paced startup environment with multinational staff
- ❑ The ability to take on additional relevant education while working
- ❑ Mentorship from our investors (Schneider Electric, Greenway Grid Global) and a range of experienced leaders and changemakers in our network.

Internal Liaisons

- Service Delivery Team
- Product Development Team
- Business Development Team
- Finance Team

External liaisons

- Customer Engineering Teams
- Customer Field Teams
- Customer Executives Teams
- Government officials
- Potential Partners (ie Mobile Money Operators)
- Equipment / component suppliers
- Contract manufacturers

Our Challenge

After successfully deploying our prototype product in pilot projects across Cambodia, Philippines and Indonesia, Okra is looking for an experienced and motivated **Service Delivery Team Lead** who can lead and grow the Service Delivery team with scalable and effective processes, and out of the box thinking to enable us to 10x our field deployments in the next 6 months and then further 10x in the 12 months coming. This involves not only leading your team effectively but liaising effectively with business development, manufacturing and product development to ensure we're meeting and managing expectations of our customers effectively.



This will be a challenging position with many unknowns along the way, and part of the position involves drawing out and predicting what challenges we may be faced with so we can be prepared as they arise. There will be uncertainty as to where the projects will be deployed both in terms of the countries and within countries, you will require to be flexible in this regard and often be called upon to help strategize and close deals by liaising with key partners.

More About Okra

1 billion people around the world still don't have access to clean and reliable electricity. Okra has financial backing from investors including Schneider Electric, Smart Axiata, Greenway Global Grid. Our mission is to use IoT and big data to provide technology that will enable rapid electrification of the 1 billion people who don't have electricity. We are expecting to continue our trajectory of being a high growth company over the next few years, so this is an exciting time for everyone!

#PowerToThePeople

Not for you?

Check out these other [job openings](#) that may fit your profile.