



## Account Manager – Nairobi

### COMPANY OVERVIEW

Imagine needing a medication to treat a curable disease or wanting to buy a product at a store only to find that the item is completely stocked out. Even worse, this store has no idea when they will be restocked since their data is not integrated in any way with their suppliers.

Reliefwatch is a platform specifically designed for organizations in the developing world to track inventory stock levels and other last-mile data through basic mobile phones. As part of a suite of systems, along with Sokowatch (consumer goods) and Acrewatch (agriculture), Reliefwatch helps reduce stock-outs and minimize expirations of essential supplies across the developing world.

### KEY STATS

- Currently working in five countries: Honduras, Nicaragua, Panama, Kenya, and Uganda
- Headquartered in Chicago, IL
- Seed funded with growing revenue and an awesome team of smart, fun entrepreneurs
- Winner of Prince of Wales Global Young Entrepreneurs Prize, 1776 Challenge Cup in Global Health, and one of ChicagoInno's 15 Startups to Watch in 2015

### WHAT WE'RE LOOKING FOR

Seeking a Nairobi-based account manager to provide white glove service to the growing number of Reliefwatch customers throughout Kenya and across the region.

### QUALIFICATIONS

- 3+ years experience in account management or customer success
- Proven ability to provide clients with excellent service and support
- Adept at identifying client needs before they are expressed
- Excellent planning and project management skills
- Effective communicator both internally (with colleagues) and externally (with clients)
- Experience working with enterprise clients and liaising with counterparts at the director level and above
- Energized by working in a start-up environment and within a growing global company

**BONUS POINTS**

- Experience with software solutions and Software as a Service business model
- Experience in the FMCG, Agriculture or Pharmaceutical industries
- Success in securing contract renewals
- Solid professional network in Kenya and East Africa

**HOW TO APPLY**

Send resume and brief statement of interest (1-2 paragraphs) to [josh@reliefwatch.com](mailto:josh@reliefwatch.com)