



Eneza Education General Manager

Eneza Education is a social enterprise based in Nairobi, Kenya that aims to make 50 Million students across rural Africa smarter. We use cloud computing and mobile technology to increase student achievement. We currently have over 150,000 student users at over 3,000 schools in Kenya using our products.

Eneza is looking to hire a qualified General Manager to lead our Kenyan team. The General Manager should be an overall leader, someone who works with both tenacity and compassion towards our mission and sales goals. Ideally, our GM would be a manager with a past track record of success in a developing countries and in education. Currently, we are a team of 7, with several content and technical contractors.

Key Responsibilities:

1. General Leadership

- Holds team accountable to achieving results through coaching and performance management
- Demonstrated ability to lead and manage diverse workforce
- Consistently provides feedback and direction to staff to ensure development, engagement and business knowledge
- Ensures a positive work environment by listening and responding to customers, team feedback, and issues and concerns in a timely manner
- Collaborates with CEO and Operations Director to determine budget and lead company vision
- Collaborates with CTO to plan product vision and roadmaps

2. Business development

- Plans, develops and executes sales and marketing strategies
- Meets regularly with partners and customers and potential partners and customers
- Builds on current business model, with a deep understanding of how it relates to the Kenyan market, and how to adapt it based on customer demand
- Utilizes accounting reports to predict revenue and churn and adapt budget as needed
- Sets clear revenue goals and communicates with the team to deliver results
- Drives a sales culture through skill-building and coaching
- Provides quality staff feedback to improve processes and customer experience

3. Product and User Experience

- Ensures that direct product feedback from customers happens daily, including observations, follow-me-homes, random sampling and data mining from our interactions database
- Holds employees and other departments accountable to recognize, prioritize and meet customer needs and demands
- Works with Team to ensure action plans are developed, executed and adapted based on user experience observations and data
- Works with technical team as the "Product Owner," according to the Agile methodology, to prioritize user stories according to customer demand
- Confers with CTO to adapt and add to the product vision



Position Requirements:

- 5+ years of management experience, preferably in education and/or ICT sectors
- Strong knowledge of the Kenyan market
- Strong sales and marketing experience required
- Must be able to establish long term relationships with customers and various community leaders
- Must possess strong leadership skills, interpersonal skills, and utmost humility and resilience in the face of extreme challenges
- Must demonstrate excellent oral and written communication skills and communicate well with colleagues, customers and partners
- Strong public presentation skills
- Willingness to learn the [Agile methodology](#), if not already familiar

Compensation & Benefits

- Competitive salary
- Possible shares in the company after vesting period

Please send CV and cover letter to Toni Maraviglia, toni@enezaeducation.com to be considered for this position. Candidates are considered on a rolling basis. Only strong candidates with appropriate fit will be contacted for interview calls.