

TRIGGERISE

www.triggerise.org

Triggerise is a growing non-profit headquartered in The Netherlands, with offices in South Africa, Portugal, India, and Kenya. Triggerise builds scalable solutions, using mobile technologies, to deliver resources to underserved communities where traditional aid fails to address the changing needs of fragile markets. Triggerise employs a peer-to-peer approach that connects consumers to local small businesses—giving them both the power to access and deliver aid on their own terms. Building on these relationships, we specialize in rewards-based platforms to motivate consumers to make positive choices—helping them to overcome individual barriers as they arise while adding value back into their economies.

Ecosystem Manager (ESM) Role

Triggerise is looking for a bright, enthusiastic ESM to manage the implementation and coordination of ecosystems in Kenya. Our Kenya country team is growing rapidly and expanding to new geographies each quarter. The ESM would be directly responsible for managing this growth. The ESM is responsible for the execution of field operations and processes necessary to foster ecosystem growth and innovation. As a young, fast-moving organization, we accept significant executional risk and technical debt to increase our total amount of social impact that we hope to produce. The result is a fast-paced, constantly evolving work environment. We seek an individual who is excited by these challenges and comfortable executing operational processes to support the growth of our ecosystem in Kenya.

ESM Profile

- Committed to the mission, vision, and theory of change of Triggerise
- Experience in day to day field operations, working directly with customers and field agents
- Willing to train and motivate various actors in their community
- Able to orient and manage field staff effectively towards strategic growth
- Dedicated to data driven decision making for improved outcomes
- Comfortable with technology for data management, analytics, and mobile phone use
- Proficient in written and spoken Kiswahili and English
- Able to travel domestically and internationally for trainings in collaboration with global teams

ESM Responsibilities

- Manage and coordinate local teams and partners under the country team structure
- Coordinate with various actors to grow and support field operations
- Take decisions regarding field operations and be ready to support those decisions with evidence
- Support all actors in the proficient use of Triggerise software and applications, including health care providers, pharmacists, community health workers, shop owners, and end-users
- Report to Triggerise on ecosystem-level key performance indicators

ESM Reporting

The ESM role is a full time position. Under the operating structure, the ESM is responsible for managing all field-level ecosystem facilitators (ESFs). The ESM will report directly to the Kenya country lead.

How to apply

Send us your CV to hellonairobi@triggerise.org. The estimated start date for this role is February 1, 2017.