



## HEAD OF PARTNER OPERATIONS

The Head of Partner Operations is a critical role responsible partners/driver growth and retention. It takes a mixture of marketing creativity, analytical brains and pure hustle to bring Sendy's operations to life quickly. We are looking for a leader that can manage an international team, promote the Sendy brand, hire local talent, tackle many different projects, and grow Sendy into a global Logistics and Transportation business.

### ABOUT THE ROLE

- Build, lead and empower a team of Operations Managers and Analysts to grow Sendy in East Africa
- Work closely with Product, Engineering, and Business teams to identify strategic partnership opportunities
- Scale Partner (Riders & Drivers) growth across multiple services and regions
- Analyze and optimize quality and efficiency of Sendy's services
- Report directly to the CEO and Board of Directors on all Partner Operations KPIs
- Develop, manage, and deliver on an Operations Budget
- Project manage all Rider & Driver Partnership initiatives and deliver to deadlines
- Own all responsibilities of vertical
- Strategy the future of Sendy Partnerships and help build that future

### ABOUT YOU

- 5+ years Management level experience of operations management / management consulting / investment banking / strategy
- Master's degree in Economics, Mathematics. Operations Management, Finance or similar field
- Prior experience managing cross-functional teams.
- You are a Hustler and have no problem getting your hands dirty and doing the gritty work that comes along with the higher-level thinking. You thrive in a fast-paced environment.
- Understanding of startup speed and working environment.
- Problem-solver: analytical mind that can navigate obstacles on the fly in a logical and rational way. Engage in precise, data and details about the business



- You are an excellent and influential communicator and use data to reinforce your positions and decisions
- Successfully executed operations, preferably with P&L ownership, is a plus
- You are highly competitive and has a unique drive to win

## **BENEFITS**

- Comprehensive Medical Insurance
- Company phone and computer protected under asset insurance
- Parking stipend
- Sendy credit
- Paid four weeks vacation
- Opportunity for company stock options

## **MORE ON SENDY**

[Sendy](#) is a crowdsourced transportation marketplace. We tackle last mile, on-demand, and hyper-local movement of packages and people in Africa.. Sendy provides an app and web platform that enables individuals and businesses to connect with Drivers and request on-demand or scheduled courier services at anytime, anyday, 24/7. To support our mission, we crowdsource vehicles and their drivers (boda bodas, vans, cars and pickup trucks).

We're a customer-driven company and always will be. Everything follows the customer experience, no exceptions.

This is not the typical startup "rocketship." We'll never compromise customers or the experience in favor of growth. Our purpose is to build a profitable company that businesses and people love and sustain it for the long term. We optimize your career at Sendy for the long term as well, so keeping a healthy work/life balance is an important priority.