

Product Operations Associate

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Company: Sun King

Location: Nigeria

Category: transportation-and-material-moving

Job location: Lagos, Nigeria or Nairobi, Kenya

The team you would join:

The Global Analytics and Technology function builds technology-enabled solutions to support Sun King's pay-as-you-go (PAYG) solar business, based on data driven insights. Our team of data scientists, data engineers, analysts, technical architects, android developers, web designers, backend engineers, product managers and UI/UX developers design and develop cutting edge solutions to solve complex business challenges inherent to serving off-grid and under-electrified customers, including: last mile, often rural, product delivery; credit underwriting for under-banked consumers, credit risk management, distribution channel digitization, sales agent churn management, etc.

About the role:

Product Operations Associate is a part of the New Products team and works closely with the in-house tech team and other business stakeholders to help Sun King design, develop and implement intelligent, tech-enabled solutions to help solve a large variety of our business problems. This position reports to the Principal Product Manager. Department Global Analytics and Technology Employment Type Permanent - Full Time Location Nigeria Workplace type Onsite

What you will be expected to do

Oversee Product Functionality: Ensure seamless day-to-day operations of current products

by managing configurations and expertly addressing change requests.

Shape Product Development: Create comprehensive documentation, including use cases, flowcharts, mock screens, and PRDs, to guide development based on business, user, functional, non-functional, and system requirements.

Manage Product RolloutsOrchestrate the launch of new products, features, and automations while effectively resolving stakeholder queries and issues.

Resolve Technical tasks: Proactively monitor technical issues raised by the field team, raise tickets for identified bugs, and partner with internal teams for swift resolution.

Drive Efficiency: Streamline business processes through automation using tools like Zapier, Google Scripts, and other innovative solutions.

Partner across teamsPartner effectively with cross-functional groups and provide valuable assist to the product manager throughout the entire product lifecycle, from design to development to launch.

Ensure Quality StandardsConduct rigorous testing of applications, solutions, and web panels at various stages of the lifecycle to ensure exceptional quality.

You might be a strong candidate if you have/are

1+ year of experience in the product management domain.

Good communication and project management skills.

Decent hands-on MS Excel and SQL experience.

Critical thinker, extremely detail oriented and have a deep sense of ownership with accountability.

Ability to quickly adapt and resolve conflicts in a multi stakeholder scenario.

What we offer (in addition to compensation and statutory benefits):

A platform for professional growth in a rapidly expanding, high-impact sector.

Immerse in a collaborative culture, energized by employees of Sun King who are collectively motivated by fostering a transformative, sustainable venture.

A genuinely global environment: Engage and learn alongside a diverse group from varied geographies and backgrounds.

Tailored learning pathways through the Sun King Center for Leadership to elevate your leadership and managerial capabilities.

About Sun King

Sun King is the world's largest off-grid solar energy company with cutting-edge product design, pioneering fintech and a grassroots installation model that provides energy to the 1.8 billion consumers across Africa and Asia who lack access to reliable electricity. Founded in 2007, Sun King sets the gold standard for off-grid solar performance and design as part of its mission: powering access to brighter lives. Sun King's 2,500+ staff and 23,000 field agents serve 100 million product users based in 65 countries around the world. With direct-to-consumer sales active in 11 countries, Sun King is growing rapidly. Every month, we equip 330,000 homes and businesses with power and light. The needs of energy consumers in Africa and Asia are diverse. From cost-effective and durable lamps to powerful home and business energy systems as well as modern entertainment and energy storage systems, Sun King's broad array of products unlock a higher quality of life. Whether devising safe and environmentally friendly electric-powered cookers or exploring the future of pay-as-you-go mobility and vehicles in Africa to concocting ever-more-powerful solar energy solutions, Sun King's technology team nurtures and devises scalable, inventive solutions to pressing global challenges. Sun King's innovative pay-as-you-go financing model dismantles the upfront cost burden that blocks low-income households from transitioning from polluting and harmful kerosene fuels and gas generators to clean, affordable and green solar energy. Sun King customers can purchase products using the company's technology-enabled, pay-as-you-go "Easy Buy" financing service, which breaks payments down into regular, affordable instalments. These payments can be made via mobile money for as little as \$0.15 a day. After one to two years of payments, customers own their solar equipment outright. Though united by a commitment to serving underserved off-grid families, Sun King comprises a broad, inclusive group of individuals working across 11 countries. Sun King's world-class roster of product designers, data scientists, logistics experts, customer service professionals, operations gurus and marketing and communications strategists work together to devise solutions to the complicated and multidimensional challenges of energy access, climate action and social inclusion. Across the diverse countries where we operate

and work, we build awareness of diversity and promote equity. Sun King is committed to gender equality in the workplace. Women represent 47% of Sun King's workforce.

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