



Strathmore University
Business School Building 3rd Floor
P.O. Box 49162-00100 Nairobi, Kenya
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Email: info@kenyacic.org

DIRECTOR – CLIENT SERVICES

Organization Background

The Kenya Climate Innovation Center (KCIC) provides holistic, country-driven support to accelerate the development, deployment and transfer of locally relevant climate and clean energy technologies. The KCIC provides incubation, capacity building services and financing to Kenyan entrepreneurs and new ventures that are developing innovative solutions in energy, water and agribusiness to address climate change challenges.

Job Summary

Reporting to the CEO, The Director – Client Services is responsible for directing and managing the outreach and services provision of KCIC to entrepreneurs and start-ups with a special focus on business advisory services, research, advocacy, and collaborative partnerships. This is expected to result in improved access to information and to facilitate the interaction between businesses and resource providers, including but not limited to access to capital.

Responsibilities

More specifically, you will have the following responsibilities:

- Develop and execute strategy for outreach, hunting, attracting and onboarding deserving and qualified innovative entrepreneurs, and start-ups;
- Develop, execute and own an operational and engagement strategy for the entire community including donors, startups, investors, corporates, mentors, advisors, and domain experts;
- Plan, coordinate and execute the annual budget processes for the department;
- Designing and managing Incubation and Acceleration programs;
- Manage the day- to- day interaction with the Incubatees and provide support to entrepreneurs across ideation, acceleration, investment and scale-up stage;
- Provide continued strategic guidance to entrepreneurs in areas such as business modeling, sales, and marketing, financing, fundraising, overall strategy, operations etc.;
- Build capacity of the entrepreneurs in developing bankable business plans and access to short, medium, and long-term financing;
- Strengthen the Alumni Clients community and identify potential areas of collaboration;
- Drive performance management and target-based staff evaluations and create and foster an environment that encourages productive feedback and communication for the team



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- Review existing processes and ensure development of the most efficient mechanism for client satisfaction;
- Enforce adherence to KCIC policies and procedures by the Client Services team; and
- Prepare relevant reports to management, KCIC board, donors and other stakeholders.

Requirements

The Director – Client Services should be visionary, results-oriented with an affinity for impact investing and a commercial mindset. You should also have

- Bachelor's degree in business related courses;
- Master's degree in economics, finance, business administration and/or any related technical fields is an added advantage;
- Professional qualifications in CPA, ACCA and CFA desired;
- Over 5 years' experience in business development services, impact or venture capital investing, strategic or management consulting, or in providing technical business assistance ideally from working with startup, early stage entrepreneurs or investors;
- Experience in the critical analysis of business, investment plans and financial statements;
- Experience working in the energy, water and agribusiness sectors is an added advantage;
- Good interpersonal skills with an ability to work with a diverse mix of professionals;
- Ability to lead in an environment of constant change, solve problems and make critical decisions;
- Ability to identify talent and gaps within the team and come up with a system to build the talent and fill the gap within the team; and
- Excellent organizational and time-management skills.

How to Apply:

Please make your application on our online recruitment portal, jobs.adeptsystems.co.ke. This will require you to create a profile and in addition attach your detailed and up to date CV with your contact details, details of current and expected remuneration, the names of three professional referees and a cover letter demonstrating how you meet our requirements. Your application should be sent by close of business **Friday, 30th August 2019**.