

After Sales Manager - Spouts of Water

SPOUTS of Water (SPOUTS) is looking for an energetic and driven After Sales Manager to help grow our “after sales” and customer service experience for users of our ceramic water filters in Uganda. The After Sales Manager will be committed to working with SPOUTS to bring about the best possible user experience for customers and ensure complete and timely payments for those in our financing program. A successful candidate will have experience in supply chain management and managing teams of people to transfer their knowledge and skills to Uganda to build the program to achieve profitability and long-term sustainability. Ideally, our new Sales Manager will have experience working in developing countries and with a multi-cultural team. If that experience is as a result of living/working in the Ugandan or East African context, it would be an added advantage.

Here at SPOUTS we are passionate about providing access to potable water in Uganda through the production and distribution of the “Purifaaya” ceramic water filter. The Purifaaya provides access to clean and safe water for Ugandans, removing all germs and impurities without the need for boiling. It does not require electricity or chemicals, has virtually no maintenance, and lasts for two years. Once the unit has been paid for, there are no ongoing costs. It works equally well in rural villages and urban environments.

From very humble beginnings and our first sale in 2015, SPOUTS sold a total of 9,500 filters in 2017. In the first six months of 2018, we have already sold 7,500 filters and we are expecting robust sales in the second half of the year. Our products currently comprise two models of the Purifaaya; one designed for household use and a larger version intended for use in settings such as schools, health clinics and corporate offices. As our sales continue to grow, we need more than ever a robust and comprehensive way of interacting with our customers, including general follow-up, providing replacement filters/parts, and ensuring that our products reach the end-users and are effectively used by them.

As a social enterprise, we believe that doing well goes hand in hand with doing good. We are NOT a charity, and we are looking for people who can grow SPOUTS as a business first and foremost as the most sustainable way of maximizing impact. We’re not going to try to attract you with a generous salary package but we will give you fair compensation for the Ugandan context. We are looking for someone committed to the SPOUTS mission of providing clean water to Ugandans through business. We can promise that you will be working with an amazing team of people striving for success.

We want the best person for the job so our search is an international one. If we think you are the best fit for us and you need to relocate to join us, we’ll also assist you with transfer costs in addition to your salary. We’re asking for a commitment of two years to grow the program and build a solid base. If you’re not already convinced, find out more about us and our achievements through our webpage at spouts.org or email questions to hr@spouts.org, then complete and email your application by Monday 15th October, 2018.