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Process Officer

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Company: Watu

Location: Kenya

Category: architecture-and-engineering

Role: Process Officer Reporting to: Head of Process Location: Nairobi WATU is a focusdriven, customer-centric company that believes everyone deserves the opportunity to be an entrepreneur and achieve their ambitious goals in life. As Africa's fastest-growing Asset Finance company, we see the continent's bright and prosperous future and want to be part of making it a reality. Our vision is to provide asset financing for motorcycles and threewheelers to those who understand that when provided with the right tools, they can fulfill their dreams and the needs of their families and community. We Empower Entrepreneurs by providing the means needed to move and improve lives. We are looking for doers who are ready to roll up their sleeves and, with their hard work and dedication, create the impact needed in our communities. Do you want to become a part of our ambitious and creative team of smart individuals and make a difference and you have what it takes? Then read on and apply for this exciting opportunity! Our business is growing rapidly with more than 150,000 customers in Kenya. In this context, we are seeking to onboard an enthusiastic, experienced and technical Process Officer to join the process management team. Job Purpose: Responsible for effective business operations by supporting and optimizing existing processes including scoping, designing, implementing new processes as per business needs. Also, support with general day-to-day requests, evaluation of current processes and coming up with solutions and operations. Key Responsibilities: Engage business leaders on current processes, gaps, and anticipated changes. Promote stakeholders' visibility of operational progress through dashboard creation. Drive interdepartmental efficiency through process mapping and identification of inefficiencies in the workflows. Support in redesigning the processes through coordinating of information and documentation of new processes and process flows. Assess and report on process cost implication to the business providing insights for process trainings and/or new process creation. Keep abreast of business trends in anticipation for new process creation and continuously analyze detailed datasets to prioritize and address risks/opportunities. Audit user access rights to various internal tools and oversee proper approvals and controls. Benchmark existing business processes in line with industry regulations and leverage comparative data to recommend improvements or provide insight into development of respective company policies. Leverage technological advancements to create various support tools in line companies needs Knowledge, Skills and Experience Required: Education & Experience: A bachelor's degree in a relevant field Minimum 3 years' experience Experience in business process management with an emphasis on process analysis, development, improvement and/or driving change Sound understanding of project management Good understanding of the principles of Total Quality Management Technical: Practical experience with dashboards Proficiency with SQL Google Sheets knowledge Understanding of data preparation and data acquisition R, Python (preferred) Google Data Studio and Big Query (preferred) Non-technical: Highly collaborative individual Attention to details Self-starter, target oriented Team player and good communicator What We Offer: Be a part of an international, dynamic, and driven team that has set their aspirations high and works hard to achieve those. Opportunities to learn and grow together with us. Competitive compensation package. Health benefits. Powered by JazzHR

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