

Business Operations Senior Associate Job Ad

REPORTING TO: Operations Manager

LOCATION: Kikuyu (Kenya HQ) | Full Time

JOB GRADE: JG4

Company Overview

Grounded is a women-run manufacturer of non-toxic cleaning products powered by Kenyan ingredients. Founded in 2017, we manufacture over 50 products to convert homes and businesses to the new clean.

At Grounded, we are committed to fostering an inclusive and diverse workplace where all employees feel valued, respected, and empowered to contribute their unique perspectives. Diversity, equity, and inclusion are fundamental values that drive innovation, creativity, and success.

Role Overview

The Business Operations Senior Associate is the heartbeat of our commercial engine. Your primary mission is to ensure that every sale is successfully operationalized—from the moment an order hits the inbox to the moment the payment is cleared and the customer is satisfied.

You aren't just processing data; you are also the day-to-day operational lead in the office. You will manage the team, and act as a critical bridge between Sales, Production, and Finance. We are looking for a financially competent, highly organized "superstar" who anticipates bottlenecks before they happen and tackles challenges with independent drive.

What You'll Do

Lead a High-Performing Team

- Directly manage and coach administrative staff, packers, riders, drivers, and casual staff.
- Drive team performance, safety, and output — building cross-cover capacity so operations never skip a beat.
- Coordinate daily with Production to keep stock levels aligned with sales velocity.

Run Order Operations — End to End

- Own the full order lifecycle across Retail, Web, and B2B channels: SO creation, invoicing, packing, shipment, and delivery note reconciliation.

- Manage the main order inbox and website backend; confirm availability and keep customers informed at every stage.
- Ensure invoicing is accurate, payment terms are enforced, and AR is clear before any dispatch.

Control Inventory & Finished Goods

- Take full accountability for finished goods from the moment Production hands them over — security, accuracy, expiry management, and returns.
- Keep Zoho as the single source of truth: stock counts, customer setups, and shipment data must always be 100% accurate.

Execute Logistics with Precision

- Plan and execute deliveries using internal fleet and external LSPs; maintain the standards required by supermarkets and major retailers.
- Manage vehicle maintenance schedules and logistics budgets to maximise uptime and cost-efficiency.
- Handle export/import documentation and navigate regulatory requirements for new markets.

Drive Continuous Improvement

- Lead process improvement and lean initiatives across the BizOps department.
- Own operational performance reporting for Senior Management.
- Maintain and evolve SOPs and Work Instructions; lead risk and continuity planning.

What You'll Need

Qualifications & Experience

- Bachelor's Degree or Higher Diploma in Business Administration, Supply Chain Management, Logistics, or a related field (e.g., Economics or Finance).
- 3–5 years of experience in business operations, logistics, or administration.
- Must have experience with Modern Trade/ FMCG logistics processes.
- Advanced Excel & Zoho/ERP proficiency.
- Basic Bookkeeping / Accounts Receivable proficiency.
- EAC export/ import and global export/ import preferred.
- Lean Six Sigma (Yellow or Green Belt) preferred.
- CPIM (Certified in Planning and Inventory Management), CSCP (Certified Supply Chain Professional), CILT (Chartered Institute of Logistics and Transport) an added advantage

Who We're Looking For

Someone who is:

- A “no-excuses” problem-solver who presents solutions, not just problems.
- Calm and structured under pressure — seasonal peaks and last-minute changes don't throw you off.
- A natural connector who gets Sales, Production, and Finance pulling in the same

direction.

- An over-communicator who keeps teams and customers informed before they have to ask.
- Someone who holds themselves and their team to a high standard, consistently.

What Success Looks Like

- Zoho is the undisputed single source of truth — always updated, always trusted.
- Orders flow smoothly: filled accurately, delivered on time, invoiced correctly, and paid on terms.
- Your team is coached and aligned — every person knows their role and their impact.
- You surface problems early and walk into every management conversation with a proposed solution.
- Logistics runs efficiently: on-time rates improve, routes are optimised, and the fleet is well maintained.
- At least one meaningful process improvement is implemented every quarter.
- The BizOps department is resilient — documented SOPs, trained cross-covers, and a live continuity plan.

Why Join Grounded?

- Be part of a mission-driven, growing Kenyan company
- Support a fast growing ecommerce team

How to Apply

If this sounds like the role you've been building towards, we'd love to hear from you. Submit your CV, a brief cover letter and complete the questionnaire on our [Job Application Link](#).

In all aspects of our operations, from hiring and promotion to training and development, we are committed to creating an environment that promotes fairness, equality, and opportunity for all.

Apply at www.grounded.co.ke/careers, or via our [Job Application Link](#).