



# KIVA Systems

## Client Performance Consultant

Want to be part of a company that is using a disruptive and game-changing technology to re-write the laws of fulfillment and supply chain management? Want to be part of the team that is designing the fulfillment center of the future for leading retail, distribution, and manufacturing companies? Want to be on the leading edge of a \$20 billion market?

Kiva Systems, Inc. is a rapidly growing Boston-based robotics company that is revolutionizing supply chain operations. Our customers are large retailers, catalog operators, e-commerce and other companies that ship products to consumers, businesses and retail stores. Please see [www.kivasystems.com](http://www.kivasystems.com) for more information about us.

Kiva is seeking a talented and motivated individual to contribute to the customer engagement process as a Consultant in the Client Performance group. Kiva Client Performance Consultants are responsible for working with customer operations and engineering personnel and our in-house engineering group and other client-facing teams. Consultants take a whole-system approach to tune system configuration and operational practices to maximize Kiva systems performance and output for our clients. A successful candidate will have operational and /or technical consulting experience as well as good analytical and customer skills.

The Client Performance Consultant will be responsible for:

- Identifying client improvement project opportunities with favorable return on investment
- Working with client personnel to plan and implement operational improvement projects designed to drive performance of the total building, not just the Kiva installation
- Developing, documenting, and sharing best practices for complex and individual systems
- Specifying and/or developing reporting, tools, and models to aid the operational improvement process
- Managing self, project, and team to budget, deadlines, and client expectations for demonstrated improvements
- Producing clear and concise written and presentation materials for an executive-level audience

The ideal candidate will have the following qualifications:

- 4+ years experience working in a Fulfillment, Manufacturing, Logistics, or other operational environment; consulting experience is desirable
- Undergraduate degree in engineering or science; an advanced degree in engineering or MBA is desirable
- Demonstrated ability to work with minimal direction in a rapidly changing startup environment
- Strong problem-solving and analytical skills
- Strong presentation skills with the confidence to present to large, executive-level audiences
- Experience with Six Sigma or other improvement methodologies
- Ability and willingness to travel

Please send qualified resumes to [solutionsjobs@kivasystems.com](mailto:solutionsjobs@kivasystems.com) and put your name and the job title on the subject line.