



Customer Solutions Manager

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 for more information about us.

Kiva is seeking a talented and motivated individual to contribute to the customer engagement process as a Customer Solutions Manager. The Customer Solutions Manager will be responsible for leading multi-functional design teams composed of Kiva Sales, System Analysis, and Engineering team members and with customers to create leading-edge, breakthrough designs for future fulfillment and distribution centers.

The successful candidate will have significant experience leading operations or engineering at a major supply chain intensive company, as well as good customer skills. The position will report to the VP of Customer Solutions.

The Customer Solutions Manager will be responsible for:

- Leading and marshalling cross-functional resources at Kiva and at prospects to develop new designs for fulfillment centers and warehouses
- Understanding customer fulfillment and operational processes and proposing new processes that deliver improved productivity and quality using Kiva technology
- Working with the System Analysis group to build and maintain system configuration models
- Attend sales calls with sales team to answer technical questions about Kiva technology
- Use, refine, and develop system configuration models in support of sales proposals
- Work with prospects to build business case for Kiva installation
- Use results of analysis and sales calls to propose system designs
- Assist sales team in assembling proposals, focusing on technical configuration and pricing information
- Produce clear and concise written and presentation materials for an executive-level audience

The ideal candidate will have the following qualifications:

- Undergraduate degree in engineering or science
- Demonstrated ability to work in rapidly changing startup environment
- Strong problem-solving and analytical skills
- Skilled at answering customer technical questions in a friendly and encouraging manner
- Strong presentation skills with the confidence to present to large, executive-level audiences
- Strong sales and customer service skills and commercial instinct
- Ability and willingness to travel, approximately 25%
- Experience with Logistics and Order Fulfillment Operations required

Send qualified resumes to jobs@kivasystems.com.

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