



KIVA Systems

Director of Solutions

Want to be part of a company that is using a disruptive and game-changing technology to create 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 Director of Solutions. This person will engage with current and potential customers to enhance the credibility of the Kiva solution and help these customers make strategic decisions around the design and build of their distribution centers. He or she will be responsible for leading and mentoring a team of talented Managers, Designers, and Analysts who are focused on creating leading-edge, breakthrough designs for future fulfillment and distribution centers, and who engage in multi-functional design teams composed of Kiva Sales, Product Management, and Engineering team members.

The Director of Solutions will report into the VP of Sales and be responsible for:

- Providing inspirational leadership and direction for Solutions Managers, Solutions Designers, and Solutions Analysts, to include defining strategy, developing process, setting short-term and long-term goals and executing to plan.
- Be able to exert influence and visibility with potential and current customers at the executive level, helping to provide strategic direction to their distribution and warehousing decisions.
- Be an influencer who adds enormous credibility to Kiva's "Customer Engagement Process," helping customers re-engineer their fulfillment centers to best utilize the Kiva system.
- Train and develop a consultative, solution-oriented Solutions Design team...a team that listens to customers and provides integrated solutions to their warehousing and distribution problems.
- Build the necessary functional processes around solutions design and project management that ensure long term success and growth.
- Build strong, productive relationships with the Simulation and Continuing Engineering teams, and with the Product Management and Deployment teams.
- Manage expectations of Solutions and Sales teams with respect to customer opportunities and schedule commitments; communicate effectively and often across the organization.

- Bring guidance and customer feedback to enhance Kiva's strategy, technology and marketing efforts.
- Exhibit a hands-on and results-driven orientation. This person should spend 50% of his/her time in customer-facing activities.
- Manage capacity of design team resources to best optimize resource allocation across 50-60 active design projects.
- Work collaboratively with all relevant players to develop the roadmap of tools development to support current and future solutions design needs
- Recruiting appropriate talent to build an industry leading solutions design capability.

The ideal candidate will have the following qualifications:

The candidate will be a customer-focused leader as well as a key member of the Customer Solutions Management team. This person will have 5+ years managing an organization of professionals in a company that provides or manages supply chain solutions/services. He or she will show strong evidence of managing large projects, programs and teams/resources. The final candidate will have a successful track record of building strong relationships with customers and the ability to help influence all aspects of a customer lifecycle, from sales through deployment and support.

Additional requirements and characteristics include:

- Strong and professional presence, leadership skills and business acumen.
- Excellent process management skills, from project requirements gathering to program management methodologies.
- Professional leader who can quickly grasp and easily articulate complex technologies and how they impact a customer's business processes.
- Ability to engage with customers at the highest level to build confidence and credibility and to help drive new and incremental demand for Kiva's products and services.
- Ability to have conversations with and build relationships with key executives and decision-makers within Kiva's target customers.
- Strong understanding of the relevant business processes and applications (software and hardware) that affect the warehouses and distribution centers of Kiva's customers.
- Experience with warehouse automation systems and supply chain technologies are highly preferred.
- Results oriented team player who leads by example, holds himself/herself accountable for performance, takes absolute ownership and champions all functions of the company.
- Ability to contribute at a strategic level and across the organization to the future direction of Kiva Systems.
- Strong personal credibility and the highest ethical standards.
- Clear and direct communication skills and excellent decision-making and organizational skills.
- The willingness and ability to travel 25%.

Submit qualified resumes to jobs@kivasystems.com and put your name and the job title on the subject line. No Recruiters, please.

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