



Cacao de Colombia
Operations Manager
April 12, 2017

Cacao de Colombia is hiring an Operations Manager, a professional who is excited about building an extraordinary organization that drives innovation in the cacao sector in Colombia.

ABOUT CACAO DE COLOMBIA

Cacao de Colombia is a producer and marketer of premium chocolate and cocoa beans, pioneering the Colombian market and boosting the income of cocoa growing communities in locations affected by high poverty rates and the armed conflict.

Cacao de Colombia is the first Colombian company to locally produce premium chocolate for the luxury chocolate segment. The company has worked for more than five years developing the relationships with smallholder farmer associations in Tumaco, Arauca, and Boyaca and direct relationships with smallholders in the Sierra Nevada and the Arhuacos through a processing facility nearby Santa Marta.

The company has successfully entered high-end markets in Japan, Colombia and Australia, proving its ability to develop competitive products capable to serve the needs and preferences of the most demanding premium market niches. The company has three different business lines: 1) Cacao Hunters focused on premium chocolate bars; 2) Professional focused on premium couvertures for chefs; and 3) Beans focused on the specialty beans export market for bean-to-bar manufactures.

This work is not only opening the access to the local chocolate industry to a market never been accessed before, but is also providing large exposure and favorable positioning of premium Colombian cocoa worldwide.

ABOUT YOU

You are a natural manager able to guide our operations strategy and management while working in a complex, constantly changing and resource-constrained environment. You are comfortable leading through others who do not necessarily report to you and eager to build relationships with teams across the organization. You are a strong planner who is detailed and focused on operational efficiency.

You have deep operational expertise and are excited about being hands-on, without getting lost in the weeds. You are a problem-solver, a direct and candid communicator, and a thoughtful change agent who understands that there are tensions to balance in this kind of diverse organization. You are process oriented and results driven.

You are eager for the challenge of shaping the future of this organization as one of the closest advisors to our CEO. You have the skills to provide clear, consistent operational leadership for a fast growing social enterprise, and the nimbleness to respond to continual innovation and increased demands for performance. You inspire excellence and can work effectively with a global team, building a sense of shared values and goals.

ABOUT THE POSITION

Position title: Operations Manager (OM)
Reports to: Chief Executive Officer (CEO)
Location: Popayan, Colombia
Suggested start date: Immediately

As a key member of the leadership team, the OM will play a critical role within our organization. The OM will be responsible for managing operations from our factory in Popayan, working directly with the CEO. The OM will oversee Factory Operations, Supply Chain, Logistics and Finance groups.

The OM will drive strategy and oversee operations across Colombia and in new countries as we grow. S/he will be responsible for ensuring the smooth functioning of the senior management team, working closely with the CEO and other team leaders to ensure that Cacao de Colombia maintains long-term sustainable operations to support our plans for growth and expansion. The OM will be a key player in making Cacao de Colombia a scalable business model and sector-leading organization.

The OM will be responsible for ensuring the smooth running of all operational elements within the company. The company will be looking to the OM to take leadership on ensuring all teams have put in place the right processes, documented them, and have in place the right training for on-boarding new team members. S/he will also work closely with senior leadership to help maintain the right “climate” and culture within our company, and to drive execution of approaches to measure and improve the climate.

SPECIFIC RESPONSIBILITIES

- **Operations:** Drive operational efficiency within the company and ensure smooth processes to drive cross team collaborations.
- **Finance:** Oversee the outputs of the Finance department to ensure profitability goals are met, excellent financial systems and controls are built, and forecasting and budgeting cycles are managed efficiently and effectively.
- **Systems Builder:** Build and implement data management systems to strengthen our supply chain, support our sales force, and capture customer information from the field.
- **Strategic planning, growth and expansion:** Coordinate Cacao de Colombia’s efforts to develop new service offerings, plan for growth, and establish strategic partnerships.
- **Organizational leadership:** As part of the Cacao de Colombia Executive Team, guide the organization’s strategy and business model, and build a strong team capable of executing our goals at-scale.

QUALIFICATIONS & CHARACTERISTICS

- Bachelor’s degree.
- 5+ years of relevant operational and senior management experience.
- Excellent track record for building organizational culture, leading teams, and mentoring leaders to achieve targeted outcomes regardless of challenges. Proven ability to motivate and inspire.
- Team player and self-starter: ability to work collaboratively, but also self-managing and work well independently
- Entrepreneurial mindset, strong interpersonal skills and a hands-on approach to getting things done.
- Project management experience creating and successfully executing timelines, budgets, and forecasts
- Robust and creative problem-solver. Excel under pressure and able to satisfy multiple, sometimes competing, demands for attention.
- Excellent analytical and financial skills.
- Strong written and oral communication skills. Strong presentation skills.
- Ability to multi-task and manage competing priorities.
- Proficient in all Microsoft Office programs.
- Judgment and decision-making ability.
- Passion for improving the lives of smallholder farmers in Colombia through the cacao and chocolate sectors.
- Willing to relocate to Popayan, Colombia for a minimum of 2 years.

- Flexibility and ability to transition across a variety of roles as the CEO's right hand person.
- Strong work ethic; willingness to work a nontraditional work schedule.
- Openness to evolving responsibilities.

Bonus if you have:

- MBA or similar degree.
- Fluency in English.
- Experience in agriculture.
- Experience in exports and supply chains, best if in specialized products (noncommodity).
- Knowledge of cacao and premium chocolates.
- Experience in accounting and finance software (Microsoft Great Plains).
- Experience working in a start-up environment.

COMPENSATION AND BENEFITS

Salary and benefits are competitive, commensurate with experience.

APPLICATION

For consideration, please submit your resume and answer to the following questions to info@cacaohunters.com

Deadline: May 5, 2017

Applicant Question:

How do you see our company changing over the next 2 years? How would you see yourself creating that change?

How have you used technology or innovations in the past to help your company grow or operate more effectively?

Have you worked in an organization or on a new project that was cash constrained? If so, how did you manage the operations to reduce costs and maximize ROI? If not, how would you do so?