Product Manager
Kisumu, Kenya

At Miti Health, we are on a mission to transform healthcare in Kenya by improving the way that the private sector delivers care in low-income communities. Retail pharmacies provide the majority of primary care to the bottom of the pyramid, yet 1 in 4 of the medications that they sell are poor quality and these pharmacies lack information to help them purchase better medication and improve patient care.

We are a small, fast-moving social enterprise based in Kenya guided by a belief that leveraging technology and data can drive major improvements in the quality of both medication and primary care. Our mission is to help ensure that all patients are able to access quality medications from their local healthcare providers.

Miti Health was started in 2013 by a multidisciplinary team from Stanford University that is passionate about supporting the health sector in East Africa. Our work is supported by the Biodesign Program and Center for Innovation in Global Health at Stanford as well as D-Prize and the Unreasonable Institute in East Africa. In addition, we were recently awarded funding from the Bill & Melinda Gates Foundation to support integration with mobile money services and to expand our work with chemist shops.

Our two-pronged approach to supporting private sector health care includes the following:

- We work with 20 chemist shops in Western Kenya that pay monthly for our point of sale and inventory management platform
- We operate a thin-layer chromatography lab and test medication for social enterprises and suppliers to help them consistently source high-quality medication

Our goals for 2016 include growing operations to support 100 shops in Kenya and building strategic partnerships for mobile money, access to finance, and supply of consistently high-quality medication. We also intend to expand the medication testing services and developing a strategy for working with governments and pharmaceutical manufacturers and suppliers to drive improvements in medication quality and testing.

Learn more about our operations and progress here: http://unreasonable.is/this-startup-prescribes-a-private-sector-solution-for-a-public-health-pandemic/

Responsibilities:

We seek a creative and detail-focused Product Manager to lead product development supported by a Bill & Melinda Gates Foundation grant to integrate Safaricom's M-Pesa mobile money services into our Android-based platform and support additional access to credit and financial reporting.

This position is intended to be a full life-cycle product management role that works directly with Miti's senior leadership team as well as contract engineers, designers and our operations and marketing teams. You will design product and specifications, manage third-party developers to deliver new features, test the product, and iterate based on customer feedback. This includes the following activities:

- *Understand and anticipate our users:* Develop an intimate understanding of our current product, including new feature requests from current customers. Conduct focus groups and detailed user interviews. Recommend additional functionality based on market potential and demand.

- *Lead wireframing and spec process:* Use balsamiq, sketch, or powerpoint to build wireframes for this new functionality and conduct extensive user testing to ensure usability by shopkeepers in rural Kenya. Aim for moments of delight. Build detailed and high-quality specs.

- *Streamline existing UI*: integrating best practice in design will improve the usability of the existing software – work with our operations team and customers to redesign the point-of-sale interface and make sales dashboards more intuitive.

- *Develop product-focused partnerships:* Work with the East Africa Director and Operations Director to forge tech-focused partnerships related to mobile money and access to credit in Kenya and with US-based nonprofits.

- *Lead tech development process:* Work with our technology director and outsourced mobile developers to build, iterate on, test, and debug these new features; work with existing customers to user-test and ensure functionality in geographies with intermittent connectivity.

- *Launch features with chemists:* Work with the team to roll out features and oversee press and product marketing related to launch.

Qualifications:

- Previous success driving results in an early-stage organization
- Significant product management experience
- Interest in working with a diverse and multi-disciplinary team
- Effective communicator and extremely strong written and spoken English
- Strong problem solving skills including decision-making and time management
- Entrepreneurial nature, creativity, resourcefulness, and a sense of humor
- Previous experience in developing contexts preferred
- Excellent organizational and analytical skills with strong technical abilities
- Programming experience desired not required

Miti Health is driven by our mission to build systems with potential for large-scale impact. We see our people as our greatest asset, and we have a dynamic and engaged team working full and part-time. We can currently offer extremely modest compensation and travel, with the possibility for a future increase in compensation and equity as we scale.

Please send a resume and cover letter to jobs@mitihealth.org with the subject line "Product Manager Application."