

Kigen enable businesses to grow their Internet of Things rapidly through the SIM, eSIM and iSIM technologies and are pushing the boundaries in the industry. Working with a number of high profile customers globally, our growing business is currently looking for a SIM Supply Manager.

This is an exciting opportunity to join the Sales and Business Development organisation to help scale our worldwide SIM supply business. You will be reporting to the Director of Operations and working directly with customers, suppliers and internal teams ensuring the successful delivery of SIM card orders to our customers across the globe. You will ensure forecasts and requirements are aligned and that customer orders are met and fulfilled. This will involve a unique blend of supply chain, vendor and customer management, alongside a depth of expertise in the SIM card business.

### **What you will be doing:**

#### Supplier management

- Liaise with suppliers to agree stock allocations and ensure our requirements are met.
- Manage, track and report SIM forecasting.
- Work alongside management to negotiate new product pricing from suppliers.
- Onboard new suppliers.
- Proactively track and follow order progress with suppliers.

#### Customer order management

- Work alongside sales and FAE team to collect and understand customer requirements.
- Generate customer orders with suppliers.
- Manage customer approval process
- Manage order fulfilment process (artwork, packaging, labelling, shipping and logistics)
- Track and report on order progress to customer
- Confirm delivery to allow for invoicing

#### Process and governance

- Manage and publish internal and external product pricelists
- Define, implement, document and manage all supporting processes
- Update records in CRM
- Identify and implement opportunities for continuous improvement

### **What do we need:**

#### Experience -

- Experience in a technical & customer-facing role within the SIM industry.
- You have experience of supplier and customer management.
- Knowledge and experience of managing supply chains.

#### Skills -

- You have a good technical understanding of SIM card technologies.
- You excel at representing your company to customers.
- Excellent presentation and listening skills with varied audience types and sizes.

- You are organised and flexible; problem solver; self-starter with “can do” attitude.
- You are willing to travel when needed.
- A real team player who aspires to our core values of: Passion for customer success, Be excellent to all and Think big, act fast.

### **What are Kigen's benefits?**

At Kigen we like to ensure our people are well supported and rewarded for what they do. We offer a competitive salary, annual bonus scheme, equity scheme, generous annual wellbeing and personal development allowance, 4 week paid sabbatical, ample holiday allowance, pension scheme and much more! Plus, you get to work with an awesome group of people too!

Please submit your CV to the Kigen People Team at [peopleteam@kigen.com](mailto:peopleteam@kigen.com) quoting reference number 109.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, colour, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.