

Job Title: SUR Success Officer

Location: Multiple locations (Bangalore, Lucknow, Hyderabad, Pune- Nagpur, Guwahati, Puducherry, Kolkata - Taki)

Division/ Department: Field Enablement

Reporting Manager: Community Development Manager

Working days: Sunday to Thursday

About the Company:

Pollinate Group, an award-winning organization, empowers marginalised women as microentrepreneurs to reduce poverty, advance gender equality, and increase access to renewable energy. As a team, we're growing and making an impact. For the world's most neglected communities, we empower women as leaders of change by distributing clean energy products that improve health, save time, and save money.

Find out more at www.pollinategroup.org

Job Summary

This role involves working in the field with local, underprivileged communities to improve their lives through greater awareness of clean energy products, and mobilizing people from communities.

In this role, you will also be responsible for upskilling women entrepreneurs by training them in a classroom, remotely and one-one basis which includes sales skills, customer assessment, financial skills, digital enablement etc

As a SUR Success Officer, you will drive new sales by effectively managing **Suryamukhis** (women from marginalised communities in urban and rural India) to achieve your sales targets. You will be playing a vital role in increasing the revenues by engaging **Suryamukhis** in forecasting, identifying needs and driving sales.

In summary, this role necessitates proficient customer service skills, effective communication in the local language, and significant travel within your designated territory. Your motivation to create a meaningful difference within the community you engage with is critical in this challenging yet rewarding role.

Roles & Responsibilities

- Confirm Suryamukhi recruitments in the city along with onboarding activities for the Suryamukhis
- Represent the company to the channel partner (**Suryamukhi** - women from marginalised communities in urban and rural India) and end customer in sales-oriented activities
- Work with **Suryamukhis** for identifying new opportunities, new customers, increase reach and coverage, and increase account penetration to grow business
- Responsible for managing list of **Suryamukhis** in a given geography
- Guide **Suryamukhis** periodically to ensure correct positioning of our products and solutions and improve their Sales skills
- Maintain working knowledge of all Suryamukhis and Communities of the city and build relationships with community members as a representative to assist Suryamukhis
- Conduct periodic business reviews with **Suryamukhis** help them plan their weekly activities and provide constructive feedback
- Ensure proper funnel management and accurate forecasting by **Suryamukhis** on a monthly basis
- Follow up on payments by **Suryamukhi** order fulfilment etc.
- Work closely with Marketing and **Suryamukhis** for proper planning and execution of Marketing programs for demand/leads generation, etc.
- Ensure timely report submissions by **Suryamukhis** as relevant and required
- Conduct frequent roadshows (mobile hives) in the community with focused product
- Update and generate daily as well as monthly sales reports
- Responsible for planning, organizing and implementing community campaigns and Educational hive events - bring new changes and the way pollinate is represented during these campaigns
- Conduct various surveys (Baselines, satisfaction, exit, impact, customer and product) of Suryamukhis for internal purposes and future references
- Responsible for conducting Training and refresher training programs in the region and meet the SLA's and program deadlines
- Analyse and report Suryamukhi competencies every quarter and train Suryamukhis continuously in the field on the competencies



- Analysis and continuous support for low performing Suryamukhis or on the verge of dropout in the field
- This role encompasses various responsibilities related to recruiting, training, supporting, and guiding Suryamukhis, as well as contributing to marketing initiatives and sales efforts in marginalized communities. It requires strong communication, organizational, and training skills, along with a commitment to empowering marginalized women and fostering their entrepreneurship endeavours.

Key selection criteria

- Fresher or experienced candidate with a maximum of 1-1.5 years of work experience
- Willingness to travel to the slum communities and interact with people
- Passion for social business, renewable energy, women empowerment and dedication to transforming the lives of the underprivileged.
- Ability to work without supervision in a fast-paced, result-driven environment
- Good problem-solving and planning skills
- The ability to collaborate, communicate and attention to detail is a must in this role

Desirable

- Proficient in MS Office Tools
- Hands-on experience working with CRM Tool
- Knowledge of multiple regional languages

What we provide

- A Great sense of purpose in working for a social organization.
- Seeing the transformation in the lives of those we work with can be very rewarding.
- Collaboration with teams in multiple countries, open to learning.
- Aspired to be a part of the team who aims to "Empowering lives sustainably."



How to apply?

To apply for this role please send your CV to people@pollinategroup.org and fill in the candidate information form.

Here is the link: <https://forms.gle/QWhExJh5Pwoyc89j9>

What follows next?

Someone from our recruitment team will get in touch with you in the next 3 to 5 days should your CV and Candidate information form meet our requirements.

There will be two rounds of interviews and as part of the interview process, you will be asked to visit one of the communities and share your experience.