

Project Assistant

Full-time

Base Location: Bahraich, Uttar Pradesh

Reporting Line: Operations Engineer

Start date: 15th January 2020



Roles and Responsibilities

The Project Assistant is a purely field role. You will be expected to serve a key role within our Operations team. Your responsibilities include, but are not limited to:

Site selection and project preparation

- Identify promising sites for new projects and provision of agri-energy services including Oonnati irrigation, Oojjwal milling and Oonnayan cold storage services
- Represent the company at current and future project sites; actively mobilise new customers to sign up for Oorja services; distribute or display promotional and marketing materials; form groups of interested farmers
- Site selection surveys: conduct focus group and individual demand assessment surveys with farmers using standardised surveys; data entry on a digital platform (KoboToolbox)
- Negotiate, execute and notarise land lease agreements on stamp paper
- Collect membership and subscriber fees from interested farmers
- Complete the process for new customer sign-up: record farmer details in prescribed format; collect photo and ID; prepare and distribute membership cards
- Maintain and update existing and potential customer records in Excel and CRM software RoloCRM; provide customer lists and other materials for printing
- Digitalise of project data and documentation such as equipment serial numbers, personal and bank account details, installation certificates, etc.
- Impact surveys: collect baseline and periodic impact data using standardised surveys; data entry on a digital platform (KoboToolbox)

Customer services and relationship management

- Attend to customer complaints; troubleshoot and amend minor service issues
- Handle incoming customer calls and queries via phone; keep digital records of inbound requests
- Communicate with customers (farmers) via SMS using RoloCRM software to send payment reminders, payment receipts, new schemes, discounts and incentives
- Conduct door to door campaigns to inform existing customers of service benefits with the aim of increasing asset utilisation and monthly sales; communicate prices and promotions
- Canvas actively for new customers and members at existing sites
- Observe and assess farmers' current agricultural practices / economics; conduct a capacity needs assessment for improving agricultural livelihoods; assist with designing scope of training needs
- Support with the development of training modules; assist with organisation and delivery of farmer trainings and participatory workshops to develop better farming practices
- Provide guidance and training to farmers on suitable post-harvest storage conditions of farmers' produce; mushroom cultivation, harvesting and storage; support with aggregation and marketing support for farmers' produce, where relevant
- Support with development of test plots to showcase best practices; organise immersion and exposure visits for demonstration to farmers

Payment collections and reporting

- Interact daily and provide support to Pump Operators; work closely with Pump Operators for day-to-day operations and customer service of solar pumps; assist them in recording sales in register; verify entries in register are recorded correctly; ensure complete cash payments received at the end of each month
- Collect payments in cash from pump operators on a weekly basis
- Record all sales data on a weekly basis in RoloCRM
- Payment collections reporting: digitalise all transactions (cash payments and membership fee collections) in Excel on a biweekly/monthly basis; cash reconciliation with the registers and flowmeters; deposit in bank
- Deposit cash collected in company's bank account on a monthly basis following instructions from Management
- Provide progress reports to Management including payment collection report and other MIS reports as requested: prepare and send reports in a format provided by the company on a monthly basis; participate actively in team calls; provide the Management with insights regarding customer behaviour, challenges faced during operations and opportunities to improve operations

Other responsibilities

- Maintain relationships with local NGO partners
- Printing, photocopying and lamination work
- Take shipments, courier and postage; coordinate delivery with suppliers; pick up deliveries; support with local procurement of materials and spare parts, after approval by supervisor
- Take good quality photos of completed projects and share with Management
- Support with any other operational tasks as required by supervisor(s) and Management

Qualifications & Competencies

- 0–2 years' relevant work experience; field experience will be a plus
- Bachelor's degree in a relevant field
- Ability to work in outdoor environment
- Attention to detail and record keeping skills
- Ability to deliver and achieve targets under pressure and tight deadlines
- Fluency in Hindi and good written and spoken knowledge of English
- Self-motivated and ability to work independently, confident character with the ability to interact effectively and with sensitivity with people from various backgrounds
- Proficiency with computers, especially MS Office; knowledge of mobile apps for surveying is desirable
- Sales and presentation skills are a major plus
- Should have own laptop
- Valid driver's license and willingness to travel and/or relocate

Remarks

- Initial 2 month probation / training period. Thereafter, this will be a full-time permanent position.
- You will be initially stationed at Nanpara, Bahraich district, Uttar Pradesh. However, you may be assigned, after advance notice, to a new location in northern India where Oorja conducts its work or may initiate new work.