



Job Title: Senior Manager - Sales Operations

Location: Bangalore

Division/ Department: Sales Operations

Reporting Manager: Senior Director of Growth

Working days: Sunday to Thursday

Travel: 40% field visits in the region

About Pollinate Group

Pollinate Group is a social enterprise working towards women's empowerment through micro-entrepreneurship programs to provide livelihoods in underserved communities. We are on a relentless mission to find the poorest and most marginalized communities, uplift and develop local women entrepreneurs, and connect them to local and global supply chains to guarantee their long-term adoption of high-quality products (such as solar lights and modern cooking appliances) and services that creates a ripple effect and directly meet community needs and grow their micro businesses.

Unlike other women empowerment organisations, we focus on the hardest-to-reach communities and provide payment plans to make products affordable. Field Staff (employed sales agents) and women empowerment (women entrepreneurs) are the backbone of our business and lead change in their communities.

We're a growing team with a growing impact. Since 2012, we have reached more than 802,000 people, selling products like solar lights, health and hygiene products, kitchen appliances, home appliances, water filters, and clean cookstoves. Our team works across five states in India and three districts in Nepal.

Find out more at www.pollinategroup.org.

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About the role

We are looking at hiring a target-oriented and experienced Senior Manager- sales & operations. He / She will manage a team and territory across India and Nepal to achieve sales targets. The responsibility includes monitoring the performance of the team, and operations, reporting on sales and forecasting regularly. You should also be able to anticipate the needs of the women empowerment community and identify products that can impact them and the organisation.

You should have excellent communication skills, ability to multitask, ability to work on multiple priorities and problem-solving skills.

Roles & Responsibilities: Responsibilities will include, but not be restricted to:

Sales Operations:

- Develop and implement sales strategies to achieve monthly sales revenue targets through the team of field staff in India and a network of women entrepreneurs.
- Travel throughout the assigned sales territory/country to provide guidance, training, and support to maximise performance and productivity.
- Visit women entrepreneurs across 8 states of India every quarter to understand challenges and motivate them to achieve sales revenue leading to increased income for women.
- Forecast products based on seasonality, past data analysis and product need assessment
- Introduce new products to increase income for the Women entrepreneurs
- Execute the monthly planner for field staff and monitor the adherence to the plan, which will lead to achieving results.
- Plan and execute the monthly income level goals set for women entrepreneurs by the Pollinate team.
- Digitise the ecosystem through adoption of mobile learning and business management applications to increase digital practices.
- Design schemes every quarter for field staff and women entrepreneurs, helping them perform better
- Increase the number of women entrepreneurs in the network by identifying new communities and forming partnerships with other community-based organizations in existing states of operation.

Operations:

- Identify new products and vendors based on community needs and profitable terms for Pollinate, such as margin, credit terms, service terms, marketing support, and sales incentives.
- Alternate vendors for products to ensure a smooth supply of products

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- Manage and direct Operations Assistant in Nepal
- Support operations in stock management, liquidation of stock, control ageing inventory
- Identify opportunities for process efficiency in the network
- Monitoring of delivery time frames and transit damages, rework on logistics with partner organisations based on the outcome

Planning:

- Forecast of products based on need, seasonality, and past data analysis.
- Maintain 15 days inventory and maintain stock levels based on monthly revenue forecasts, Liquidation of stocks and achieve the target of less than 1 month ageing in inventory
- Develop and maintain a network of trusted transportation partners, warehouse and storage partners across all districts and resolve issues directly
- Working closely with the warehouses and distributors/Logistic Partners to maintain a reliable delivery system
- Identify issues in stock management across each warehouse location, monitor for leakage or fraud, and develop improved processes to streamline stock management
- Train Field Staff to manage their own stock/storage supplies
- Track and monitor sales progress and provide information to Area Managers to support sales development
- Adherence to the TATs for delivery of products

Compliance:

- Stock reporting to finance and compliance on a monthly basis
- Physical stock check at warehouses every quarter
- Reporting of ageing of inventory and outstanding every month to the finance and compliance team
- Monitor monthly stock reconciliation across all operational locations
- Set Up stock points in new locations if required
- MOU's with Product Partners

Technology:

- Support Field staff in technology or operational training for the women empowerment network
- Introduce cashless payment systems into the system and train the field staff.
- Ensure operations are technology-driven to create transparency and reporting.
- Increase stock and payment collection efficiency through spot checks and training staff and



entrepreneurs.

Key selection criteria

- Bachelor's degree in Business Administration, Sales, Operations Management, or related field with a maximum of 5-7 years of work experience
- Proven experience in sales leadership, preferably in a non-profit or social enterprise setting.
- Passion for social business, renewable energy, women empowerment and dedication to transforming the lives of the underprivileged.
- Strong business acumen with a focus on achieving revenue targets and operational excellence
- Ability to lead and motivate a team, fostering a collaborative and results-driven environment.
- Experience in supply chain management, logistics, or procurement is desirable.

Desirable

- Good knowledge of computer - Windows and Microsoft Office Suite, Salesforce
- Basic Data management and analysis skills would be an added advantage
- Problem Solving and providing support wherever required
- Basic knowledge of English, Hindi, and higher proficiency in regional language

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 that aims to "Empowering lives sustainably."

How to apply?

To apply for this role please send your CV to people@pollinategroup.org & fill out the Candidate Information Form: <https://forms.gle/ZNzKpeL4dSqGiD6F8>

What follows next?

If your CV and candidate information form meet our requirements, someone from our recruitment team will contact you in the next 3 to 5 days.

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

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