

Job Title: Community Development Officer- NGO (Field Job)

Location : Karnataka (Bengaluru , Hassan , Tumkur) , Uttar Pradesh (Lucknow), Assam

Division/ Department : Field Enablement

Reporting Manager : Sr. Manager Field Enablement & Operations

Working days : Sunday to Thursday

About the Company:

Pollinate Group is a social enterprise dedicated to empowering women through micro-entrepreneurship programs, providing livelihoods in underserved communities. We are on a relentless mission to find the poorest and most marginalised 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's empowerment organisations, we focus on the hardest-to-reach communities and offer payment plans to make our products more affordable. Field Staff (employed CDOs) and women entrepreneurs (our beneficiaries called Suryakukhis) from the communities are the backbone of our impact, leading change in their communities.

We're a growing team with a growing impact. Since 2012, we have reached over 9,29,000 people, selling products such as 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.

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 these communities.

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

As a **Community Development Officer**, you will work to build livelihoods by identifying new sales opportunities through effectively managing **Suryamukhi's** (women from marginalized communities in urban and rural India) to meet their earnings targets, gain margins, and access livelihoods. You will play a key role in increasing revenues by engaging **Suryamukhi in** forecasting, identifying needs, and driving income.

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

Training & Capacity Building:

- Conduct **training and refresher sessions** (in-person, remote, and one-on-one) focused on **financial literacy, digital enablement, and entrepreneurship skills**.
- Analyze and report **Suryamukhi competencies every quarter** and provide **continuous field training** to improve performance.
- Conduct periodic **business reviews** with Suryamukhis, help them plan activities, and provide constructive feedback.

Field Sales & Distribution:

- Responsible for managing a **list of Suryamukhi** in a given geography.
- Guide **Suryamukhi on correct product positioning, sales skills, and customer engagement strategies**.
- Conduct **frequent roadshows (mobile hives) in the community** to generate demand.
- Work with **Suryamukhi's to identify new opportunities, acquire new customers, increase market penetration, and grow the business**.

Community Outreach & Mobilization:

- identify and onboard **Suryamukhi (Suryamukhi - women from marginalised communities in urban and rural India) recruitments** in the city, along with **onboarding activities**.
- Represent the company to the **channel partner (Suryamukhi) and end customers** in sales-oriented activities.

Performance Monitoring & Reporting:

- Maintain **sales forecasting, funnel management, and accurate reporting** on a monthly basis.
- Track and support **low-performing Suryamukhis** to enhance their productivity.
- Ensure timely **report submissions** and track **payment follow-ups, order fulfillment, and sales performance**.
- **Marketing & Campaign Management:**
- Work closely with **Marketing & Suryamukhis** for proper planning and execution of marketing programs to **generate leads and demand**.
- Plan, organize, and implement **community campaigns, educational hive events, and social impact initiatives**.
- Conduct **various surveys (baseline, customer satisfaction, exit, impact, product performance, etc.)** for internal use and future reference.

Required Skills & Experience

- **Community Development & Grassroots Mobilization** experience.
- Proven experience in **Field Sales & Distribution**, preferably in social impact-driven businesses.
- **Customer Engagement & Relationship Building** skills, particularly in low-income communities.
- Strong understanding of **Microfinance, Financial Literacy, and Digital Enablement**.
- Ability to train and empower women entrepreneurs in **Business Development & Sales Strategy**.
- Experience in **Market Expansion, Lead Generation, and Revenue Growth**.
- Strong analytical and reporting skills, including **Sales Forecasting & Performance Monitoring**.



- Experience in organizing and executing **Marketing & Awareness Campaigns**.
- Proficiency in **local languages** to engage effectively with communities.
- Comfortable with **extensive travel** within assigned territories.

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
- **Mandatory Requirement:** A valid two-wheeler and driving license.

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 & fill out the Candidate Information Form: [CIF](#)

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.

WE ARE AN EQUAL-OPPORTUNITY EMPLOYER AND ENCOURAGE WOMEN TO APPLY FOR THIS ROLE.