

Title: PORTFOLIO OFFICER

Activity: ATE Co (Access to Energy, a program of Entrepreneurs du Monde)

Direct supervisor: Operations Officer

Duty Station: Rizal

Contact: recruitment-philippines@entrepreneursdumonde.org - *Please kindly send your resume and cover letter if interested.*

FUNCTIONS AND RESPONSIBILITIES

GENERAL FUNCTIONS

- Manage the performance and activities of Area Field Officers (AFOs) assigned in each barangay.
- Facilitate the communication between community volunteers and EdM – ATE CO Officers
- Manage and monitor the service fees collection

SPECIFIC FUNCTIONS

Role in Community Activities at Barangay Level

- Ensure the development processes and activities are facilitated efficiently, with the direct participation, inclusion, and engagement of relevant stakeholders
- Ensure that opportunities are provided, processes are designed, and mechanisms are established, that allow all individuals, especially the most marginalized groups, to engage in and benefit from project activities
- Establish, develop, and implement EDM field-level operations and monitoring
- Facilitate area opening activities in coordination with Area Development Officer and Branch Manager by assisting the implementation of the awareness campaign on renewable energy
- Handle the service fees collection from customers (physical or via mobile transfer): physical counting, balance reconciliation, discrepancy report etc.
- Schedule and facilitate trainings within the communities as per training calendar, in coordination with Training Manager.

Management of Activities of Area Field Officers

- Train and support community volunteers on their required tasks
- Follow-up with prospection/installation with community volunteers
- Schedule installation/maintenance/removal together with community volunteers and EdM/ATE Co installation team

Customer Relations

- Ensure positive relationships and communication between the Area Field Officers and the customers
- Intervene directly in case of issues reported from a customer to the EdM hotline, in coordination with EdM/ATE Co installation team
- Maintain current knowledge of the field activities: customer location and feedback
- Oversee any late payers in coordination with the community volunteers; suggest revisions to

Software-related tasks and reporting

- Report required information/analytics available on the software to the community volunteers and the Area Development Officer (late payers, customers' accounts, etc.)
- Report any issues related to the software to the Area Development Officer
- Submit regular prospection and sales reports/field-based reports/incident reports
- Attend regular meetings and report on accomplishments and progress

REQUIREMENTS

- Average English and Tagalog communication skills both in oral and written
- Strong experience in similar community-based fieldwork; cash collection/management
- Self-motivated and able to work as part of a team
- Good customer relations skills
- Professionalism and trustworthiness
- Valid license (car and motor)
- Computer literacy (Word, Excel, Outlook)
- Flexibility