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Canada



EWB Long Term Fellowship Engagement Officer - PEG Ghana

Role: Engagement Officer

Venture: PEG Ghana

Website: www.pegafrika.com

Location: Accra, Ghana

Start Date: Training beginning May 7th 2018, departure for placement May 27th

Duration: 3 weeks of training in Toronto, 12 months in Ghana

About Engineers Without Borders Canada (EWB)

Engineers Without Borders Canada (EWB) is a Canadian NGO that invests in people and ventures to create a thriving and sustainable world. Bolstered by its network of 40 chapters and 1300 members, EWB provides seed funding, talent and mentorship to social enterprises throughout Sub-Saharan Africa. For more information on EWB, visit <http://ewb.ca>.

About the EWB Fellows Program

The EWB Fellows Program exists to develop a cadre of Systems Change Leaders by equipping them with the opportunities, competencies and skills needed to build a more thriving and sustainable world. Every year we recruit 25-30 outstanding people for the 12-month Fellowship, placing successful candidates in one of our early-stage Ventures located throughout Sub-Saharan Africa. This Fellowship opportunity is with PEG Africa and is based in Accra, Ghana.

About PEG Africa

At PEG Africa we tackle energy poverty and financial inclusion via an innovative and sustainable business model that harnesses the potential of mobile technology (M2M, mobile money) to offer a solar home system on lease to offgrid rural and unbanked households: PAYGO Solar. We are the biggest player in West Africa having already provided light to more than 35,000 families that would have not been able to buy such a life-changing system outright.

About the Role

PEG's business model is driven by two major units: the sales one that ultimately gives the product to customers and the credit team that needs to ensure the right customers are selected and empowered to repay the product on time. A key driver for customer repayment is driven by our sales team who are the people who select, engage and onboard/educate customers.



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The purpose of this role is to be the key engagement lead of the credit unit to the sales team by developing the metrics, the processes and tools to drive sales team understanding of the quality of their work and train/coach them in order to drive the selection, education and onboarding of customers that would be able, willing to pay a product they need – enabling PEG to ensure resources are used . The Key position objectives are:

- Define metrics to assess quality of sales and link reward structure to this (commission structure, bonuses)
- Collaborate across teams to define processes (sales, training, onboarding, etc..) to ensure best quality of sales are achieved
- Define coaching plan and consequence matrix (train, promote, coach, dismiss) with proposition components that will be delivered to sales team

As an Engagement Officer for PEG Africa your responsibilities will include:

- Ensure End to End management (planning, internal and external stakeholder management, process creations and implementation) of credit-sales engagement
- Contribute to company processes to ensure credit-sales engagement can successfully run operationally after implementation
- Manage interdepartmental partnership to ensure fulfillment of credit-sales goals

Sound exciting? Here's who we are looking for.

Skills & Qualifications

We are looking for fellows who are:

- Good Business Analytical competencies needed – Excel is sufficient.
- Business development experience with respect to building partnerships is required
- Strong implementation experience in an environment with a lot of cross-departmental engagements: 3+ years of Product Marketing Manager experience preferred (Telco, FMCG) or in a business performance management role

Please note: You must be a Canadian citizen, permanent resident, or landed immigrant in order to apply. No exceptions.

Compensation



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All costs relating to the placement are either paid for directly by EWB (airfare, insurance, vaccinations, trainings) or indirectly through a living stipend, which covers food, living expenses, local travel, etc. Fellows also receive an honorarium that can be used to assist with repatriation costs that is provided after completion of 12 month contract. The stipend covers basic living expenses for a modest lifestyle in your placement country. It is not likely that you will be able to use the stipend to cover previous expenses (ex. student loans). However, EWB will do its best to support you in extending the non-repayment period on student loans if necessary.

Additionally, EWB offers a range of benefits including insurance, a settlement allowance, professional development opportunities, and more.

Application Instructions

Submitting your application for the EWB Fellowship involves two steps:

Step 1: Under the subject line “Engagement Officer - PEG Africa”, submit your CV/Resume to ltfrecruitment@ewb.ca.

Step 2: Complete the [following online application form](#).

We **highly encourage** applicants to apply for more than one role as this is a highly competitive program. If you would like to submit your candidacy to more than one role, please fill out separate forms.

Applications will be reviewed, and interviews scheduled on a rolling basis, so please submit your application as soon as possible. If the posting is still on our website, consider the role available.

For further detail about EWB, please refer to our [website](#).