

JOB DESCRIPTION

Sales & Service Engineer – PM Surya Ghar Rooftop Solar Projects

Company: Satviga Solutions Pvt. Ltd. **Location:** Bhubaneswar, Odisha

Department: Solar – PM Surya Ghar **Reporting To:** Head – Solar / CEO

Employment Type: Full-Time **Experience:** 1–5 years **Travel:** Extensive travel across Odisha

1. Position Summary

Satviga Solutions Pvt. Ltd. is looking for a dynamic and technically capable **Sales & Service Engineer** to drive residential rooftop solar business under the **PM Surya Ghar: Muft Bijli Yojana** across Odisha. The role combines customer acquisition, technical site assessment, system sizing, quotation, sales conversion, installation coordination, commissioning, documentation and post-installation service.

The incumbent will act as the primary field-level interface between Satviga, residential customers, sales partners, installation teams, vendors and the concerned DISCOM/portal processes, ensuring that every project moves smoothly from **lead generation to successful commissioning and customer handover**.

2. Key Responsibilities – Sales

- Generate residential rooftop solar leads through field visits, referrals, local networks, dealers, housing societies, digital leads and community outreach.
- Explain PM Surya Ghar benefits, rooftop solar economics, subsidy mechanism, system capacity, generation, savings, financing/payment options and project timelines to customers.
- Conduct customer meetings and convert qualified leads into orders.
- Prepare technically accurate quotations based on sanctioned/required capacity, roof condition, shadow analysis, equipment selection and project requirements.
- Maintain a district-wise sales pipeline and achieve assigned monthly/quarterly targets.
- Build relationships with local electricians, dealers, architects, builders, RWAs, influencers and referral partners.

3. Technical Site Survey & System Design

- Conduct physical/remote pre-feasibility and detailed rooftop surveys.
- Assess roof area, orientation, inclination, shading, structural condition, cable route, inverter location, earthing and access requirements.
- Review customer's electricity bill and historical consumption to recommend an appropriate solar capacity.
- Prepare basic single-line diagrams, layout concepts, BOQ and material requirements.
- Verify sanctioned load, meter details and electrical infrastructure relevant to the proposed system.
- Identify technical risks before order confirmation and escalate cases requiring structural/electrical specialist assessment.

4. PM Surya Ghar Project Documentation

- Assist customers with required online application, documentation and project-stage submissions as applicable.
- Coordinate collection and verification of electricity bill, consumer details, identity/address documents, bank details and other project documents.
- Coordinate with the internal team for DISCOM-related documentation, approvals, net-metering/meter-related processes and commissioning documentation.
- Maintain complete customer-wise project files and ensure no documentation gaps delay subsidy/commissioning processes.

5. Installation & Project Coordination

- Coordinate with the Project Engineer/Installation Team for timely execution of confirmed orders.
- Ensure installation is carried out according to approved design, company SOPs, safety requirements and applicable technical standards.
- Verify module mounting, inverter installation, DC/AC cabling, protection devices, earthing, labelling and workmanship.
- Coordinate material availability before installation and highlight shortages or site constraints.
- Conduct pre-commissioning checks and coordinate successful system commissioning.

6. Quality & Safety

- Ensure adherence to electrical and rooftop installation safety practices.
- Verify installation quality, cable management, connectors, earthing, protection and equipment mounting.
- Ensure PPE and safe working practices are followed by installation teams.
- Identify and report workmanship defects and ensure corrective action before customer handover.

7. Testing, Commissioning & Handover

- Perform/coordinate commissioning checks and verify inverter/system operation.
- Record commissioning data, photographs, equipment serial numbers and relevant test/checklist information.
- Explain system operation, basic maintenance, monitoring application and safety precautions to the customer.
- Complete customer handover documentation and obtain installation/commissioning acknowledgement.

8. After-Sales Service

- Act as the first technical contact for customer complaints and service requests in the assigned territory.
- Diagnose common issues involving inverter, generation, communication/monitoring, wiring and other system components.
- Coordinate warranty claims and replacement of defective components with OEMs and internal teams.
- Track complaints to closure within defined TAT and maintain service records.
- Conduct preventive service/health checks where applicable and identify opportunities for AMC/service revenue.

9. Customer Relationship Management

- Maintain professional relationships with customers throughout the project lifecycle.
- Provide accurate updates on order, installation, commissioning, approval and documentation status.
- Generate referrals from satisfied customers and support the company's local brand-building activities.

10. MIS & Reporting

- Maintain daily/weekly sales funnel, lead, order, installation and service reports.
- Update CRM/project tracker with lead status, customer documents, survey results, quotation, order, installation and service status.
- Report district-wise pipeline, conversion ratio, pending documentation, project delays and service ageing.

11. Key KPIs

- Monthly/quarterly sales achievement in kW/kWp and revenue.
- Lead-to-order conversion ratio.
- Number of qualified site surveys and customer meetings.
- Average order conversion time.
- Installation/commissioning completion within committed timeline.

- First-time-right installation percentage.
- Customer complaint closure within defined TAT.
- Customer satisfaction and referral generation.
- Zero critical documentation/installation errors attributable to the incumbent.

12. Educational Qualification

- B.E./B.Tech or Diploma in Electrical / Electrical & Electronics / Electronics / Renewable Energy / Solar Engineering or related discipline.
- Candidates with strong hands-on rooftop solar experience and relevant technical qualifications may also be considered.

13. Experience

- 1–5 years of experience in rooftop solar sales, installation, commissioning, service or project execution.
- Experience in residential rooftop solar / PM Surya Ghar projects will be strongly preferred.
- Candidates with experience in DISCOM coordination, net-metering, rooftop solar installation or solar EPC will have an advantage.

14. Technical Skills

- Basic knowledge of rooftop solar PV systems, modules, inverters, structures, DC/AC cabling, protections and earthing.
- Understanding of single-phase/three-phase electrical systems and basic electrical measurements.
- Ability to read basic electrical drawings and prepare/understand SLDs.
- Knowledge of solar generation, system sizing and basic energy calculations.
- Basic knowledge of Excel, CRM/project tracking and mobile-based reporting.

15. Behavioural Competencies

- Strong communication and customer-handling skills.
- Sales orientation combined with technical credibility.
- High ownership and result orientation.
- Problem-solving ability and field discipline.
- Good negotiation and persuasion skills.
- Ability to work independently across multiple districts.
- Willingness to travel extensively across Odisha.

16. Territory & Travel

The position will be based in **Bhubaneswar, Odisha** and will require extensive travel across Odisha for customer meetings, site surveys, dealer/partner development, project coordination, commissioning and service support.

17. 90-Day Performance Mandate

- Understand Satviga's PM Surya Ghar product, pricing, process and installation SOPs.
- Build an active territory-wise lead pipeline.
- Develop local referral/dealer networks in assigned districts.
- Complete customer site surveys and technical proposals independently.
- Convert initial residential rooftop solar orders.
- Establish disciplined project documentation and CRM reporting.

- Demonstrate ability to coordinate installation through commissioning and customer handover.

18. Authority & Accountability

- Responsible for accuracy of customer commitments, technical survey information and sales documentation.
- Must not commit non-standard technical specifications, prices, subsidy outcomes or timelines without authorised approval.
- Responsible for escalation of technical, commercial, safety or customer issues before they affect project delivery.

19. Critical Success Factor

The successful candidate must be able to manage the customer journey from **Lead Generation** → **Customer Consultation** → **Site Survey** → **System Sizing** → **Quotation** → **Order** → **Documentation** → **Installation Coordination** → **Commissioning** → **Customer Handover** → **After-Sales Service**.

20. Preferred Candidate Profile

Candidates from rooftop solar EPC companies, solar distributors, renewable-energy companies, electrical contractors, DISCOM-linked solar businesses or PM Surya Ghar implementation programmes will be preferred.

Approved / Issued By:

CEO

Satviga Solutions Pvt. Ltd.