

FARM ADVISORY AND SERVICE (FAS) TEAM

Job Title: Subject Matter Expert (SME) - Intern/ Subject Matter Expert (SME)

About Us:

BigHaat Agro. Pvt. Ltd. is the largest pan India Agri digital marketplace platform. As a farmer-centric platform, we are providing a holistic solution offering personalized technical guidance and accessibility to a wide range of high quality inputs to the farmers. Since inception in 2015, we have been transforming the future of millions of farmers by leveraging the power of data, science and technology, thereby significantly improving sustainability and profitability for the farmers and over 5 million+ farmers across the country have engaged on the platform.

We are an industry leading platform today and growing rapidly with the huge internet penetration in rural India, and we aim to build India's largest and dominant Agri digital platform with a target to impact over 10 Million farmers in next 2 years.

Job Description:

- Must be able to provide crop advisory to the farmer over the call/WhatsApp/e-mail
- Need to engage and guide farmers through outbound calls and through other channels
- Must have ability to acknowledge and address customer complaints
- Develop and maintain knowledge of all services and equipment offered by the company
- Should able to execute Sales of agri-inputs available in our e-commerce platform
- Keep records of customer interactions and transaction
- Reviewing farmers' requirements on a timely basis
- Keeping up to date with new developments in the agriculture sector
- Providing valuable inputs from farmers for creating Informative videos

Other requirements:

1. Work experience related to customer engagement and agriculture-related knowledge will be preferred.
2. Languages: Hindi, Tamil, Telegu, Marathi, Kannada
3. Immediate joiner required with in-office work (no work from home).



Skill sets required:

- Good in communicating with farmers
- Basic knowledge of MS-Excel, Google spreadsheet, Google forms, CRM tools
- Fundamental knowledge of crops, pest and diseases

Ideal candidate:

- BSc. Agriculture/MSc. Agriculture/ Diploma in Agriculture or equivalent
- Immediate joiners will be preferred
- Candidates with work experience is a plus

Job Location: Bengaluru (Hq.), Work from office

Stipend/Salary: Fresher- 10-15K per month; Experienced- As per industry standards