



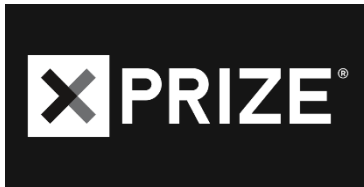
Lead Voice of the Customer (aka: Lead: Customer Insights & User Experience”)

Location: Delhi NCR, India; Hybrid working model

Work at the frontiers of deep-tech and hardware innovation that fights for climate justice.

Background

Takachar is a global organization, spun out of MIT, with a vision to dramatically increase the amount of biomass (crop and forest residues) economically converted into useful bio-products. Our impacts include income and job creation in rural areas, as well as mitigation of CO₂ emission and air pollution associated with conventional open-air biomass residue burning. We have been recognized and supported by awards such as the Earthshot Prize, Elon Musk’s X-Prize, Bill Gate’s Breakthrough Energy Fellowship and the UNEP Young Champions of the Earth Award 2020.



Our work has been covered by some of the world's top media outlets.

CNN: [Turning crop waste to fertilizer could fight air pollution in India | CNN](#)

BBC: [Earthshot Prize: First ever winners announced - CBBC Newsround](#)

National Geographic: [Facebook Watch](#)

Responsibilities

1. Gather user requirements identifying needs and frustrations, and business constraints, translating findings into timely and actionable product, design and business decisions
2. Plan and conduct research across different use cases within India and abroad
3. Triangulate existing data to solve problems raised by stakeholders
4. Collaborate closely with stakeholders: R&D team, Design & Manufacturing team, Business team, Research team, Data team

Skills and Experience

1. At least 3 years of experience in UX research, preferably including experience working in a product company.
2. Experience in collaborating with multiple stakeholders: Product team, Design team, Business team, Research team.
3. Experience of planning and executing field research to identify user needs and test ideas.
4. Experience of applying Design Thinking and Human Centered Design approaches.
5. Strong communication and story-telling skills and excellent time-management
6. Ability to think critically, work independently and willingness to constantly learn and adapt while working in a growing start-up environment.
7. Possession of required documentation to work in India.

To Apply

Please send your resume to careers@takachar.com.

What you will get:

- Salary and benefits commensurate to market rate and as per experience level.
- An opportunity to work with the world's most awarded biomass technology company.
- Opportunity to be at the forefront of climate action and pollution mitigation.
- A work environment that invests in your personal and professional growth.
- A culture that values empathy, curiosity & exploration.

Takachar is an Equal Opportunity Employer and does not discriminate on the basis or perception of race, colour, religion, sexual orientation, gender identity, national origin, disability, age, or any other consideration made unlawful by central government, state government, or local laws.