

## TRAINER – UNITED STATES

[Good World Solutions](#) is an award-winning social enterprise recognized by the Gratitude Network, Tech Awards, Global Social Benefit Institute, GSMA Global Mobile Awards and Ethical Corporation's Responsible Business Awards. We build transparency across global supply chains by implementing affordable, scalable web and mobile technologies. Our solutions monitor working conditions, track social impact, promote fair wages and communicate directly with workers at the base-of-the-pyramid.

[Laborlink](#), our flagship product, translates worker voices into actionable analytics that enable socially responsible supply chains. Surveys are designed to improve workers' lives by giving workers an anonymous feedback channel on working conditions, job satisfaction and worker needs, and by tracking the effectiveness of Corporate Social Responsibility (CSR) programs. In a few short years, Laborlink has reached over 600,000 workers in 16 countries, including China and India, giving respondents an anonymous reporting channel and giving companies real-time data from their supply chains. We aim to reach 1 million workers by 2018.

### OVERVIEW OF POSITION

We are searching for a passionate, part-time trainer to contribute to the rapid growth of Laborlink in the United States. You will liaise with partners and/or technology providers to build buy-in, train users and ensure effective service implementation. A fast-paced organization with a small staff, we are looking for a self-starter who can hit the ground running.

### RESPONSIBILITIES:

#### TECHNOLOGY TESTING

- Assist as in-country representative to test technology for surveys (i.e., mobile phones) by identifying issues and helping with troubleshooting

#### SURVEY IMPLEMENTATION

Visit Laborlink survey sites across the United States (i.e., factories) to ensure successful implementation through these activities:

- Build buy-in with factory owners, managers, human resources, and corporate social responsibility staff at survey sites
- Train users (i.e., factory workers) on survey purpose and functionality
- Identify and address any barriers to high participation
- Quickly help troubleshoot technology (i.e., mobile usage) if users run in to issues and include HQ product team where necessary
- Deliver incentives (i.e., small prizes) to selected survey respondents

### RELATIONSHIP MANAGEMENT

- Liaise with strategic partners (i.e. brand representatives) to maximize Laborlink penetration through their networks
- Liaise with technology partners providing IVR platforms to identify new opportunities for Laborlink and to customize the technology appropriately
- Identify high-quality, low-cost providers of essential services, especially translation, printing and voice recording

#### **MATERIALS PRODUCTION**

- Assist in development, translation, print and distribution of marketing materials to Laborlink survey sites
- Help produce locally appropriate instructional videos for Laborlink users

#### **REPLICATION & SCALABILITY**

- Make recommendations to enhance survey methodology, data analysis methodologies, and incentive structures
- Contribute content for social media
- Other responsibilities TBD and based on your interest

#### **REQUIREMENTS:**

- Fluency in Mandarin with exceptional written and verbal communication skills in English; Cantonese a plus
- B.A. degree or in progress
- Experience in the RMG or electronics sector and factory environments in the United States and liaising with workers and managers
- Prior knowledge of factory auditing, corporate social responsibility (CSR), impact investment, ICT4D and/or global supply chain management preferred

**TIME COMMITMENT:** May be arranged as part-time or as-needed basis

**LOCATION:** United States, preferably New York, New York

**COMPENSATION:** Day rate plus travel/costs expense reimbursement

**TO APPLY:** Send a CV and cover letter to [dngo@goodworldsolutions.org](mailto:dngo@goodworldsolutions.org). Please include "United States Trainer Chinese" as the email subject. Only select candidates will be contacted and interviewed.