



PRODUCT MANAGER, USER EXPERIENCE

Do you want to utilize your product management and problem-solving skills to give voice to workers around the world? Would you like to be part of an innovative, creative team that is working with Fortune 500 companies to improve lives in the global supply chain?

[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](#) 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 300,000 farmers and workers in 16 countries, including Brazil, 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 farmers and workers by 2018.

OVERVIEW OF POSITION

We are seeking a passionate and multi-talented Product Manager to join our growing team. The Product Manager will take ownership of our customer facing product, MyLaborLink, and our internal data warehouse platform, LaborIQ. This is an opportunity to own and drive the future enhancements of an evolving product that is changing the way major apparel and electronics brands manage and communicate with their supply chains.

RESPONSIBILITIES:

- Drive product strategy and implementation for MyLaborLink and LaborIQ products.
 - Work with customers, business development, global operations, and data insights teams to align product strategy and create a clear product roadmap.
 - Utilize usability studies, user research, market analysis, and focus groups into product requirements.
 - Draft stories, functional specifications, and test plans for feature requirements.
 - Lead product interface design and development; hire consultants for development tasks beyond core competencies.
 - Monitor and review development progress, QA, and documentation throughout process, ensuring success.



- Work with the product team for integration with internal systems, ensuring data security and client privacy at every step.
- Develop and present associated technology user-training materials, customer facing materials, and programs.
- Assist product team with the continued development of internal processes, tool selection, and further refinement of technical operations.
- Work outside US business hours as required.
- Other duties as assigned

REQUIREMENTS:

- 2+ years of product management experience in a software company/startup, preferably BI/Analytics or B2B SaaS.
- 2+ years experience with developing UX interfaces, wireframes, use of design principles.
- Experience with agile development and responsive web design.
- Ability to work independently, communicating across multiple time zones.
- Strong technical expertise and understanding of major software concepts, engineering background a plus – Front End Web Design experience a big plus.
- Some travel required (5-10%).
- Knowledge of CSR and social sustainability, human rights, and/or mobile for good a plus.

LOCATION: Oakland, CA preferred; other US-based locations will also be considered.

COMPENSATION: Based on experience with competitive benefits package.

TO APPLY: Send resume and cover letter to info@goodworldsolutions.org. Candidates will be considered on a rolling basis. Please include “Product Manager, User Experience” as the email subject. Only select candidates will be contacted and interviewed. Please include your availability and salary requirements in your cover letter. We are not sponsoring work authorization in the US at this time.