

## **TRAINER – CHINA**

Labor Link uses basic mobile phones to connect directly with factory and farm workers through interactive voice response (IVR) surveys and broadcasts. Surveys are designed to measure job satisfaction and worker needs, and track the effectiveness of Corporate Social Responsibility (CSR) programs. Surveys are live or planned in the agriculture, apparel and electronics sectors.

We are searching for a passionate, part-time consultant to contribute to the rapid growth of Labor Link. You will liaise with partners and 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:**

#### **SURVEY IMPLEMENTATION**

Visit Labor Link survey sites (e.g. factories, farms, etc.) to ensure successful implementation through these activities:

- Build buy-in with management at survey sites
- Train users (i.e. workers/farmers) on survey purpose and functionality
- Identify and address any barriers to higher response rates
- Deliver incentives to selected survey respondents
- Conduct post-survey evaluation in person and by phone

#### **RELATIONSHIP MANAGEMENT**

- Liaise with strategic partners to maximize Labor Link penetration through their networks
- Liaise with technology partners providing SMS and IVR platforms to identify new opportunities for Labor Link and customize the technology appropriately
- Identify high-quality, low-cost providers of essential services, especially translation, printing and voice recording

#### **MATERIALS PRODUCTION**

- Produce locally appropriate instructional videos for Labor Link users
- Develop, translate, print and distribute marketing materials to Labor Link survey sites

#### **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:**

- B.A. degree completed or in progress
- Demonstrated experience in factory environments and liaising with both factory workers and factory management
- Fluent in Mandarin and exceptional written and verbal communication skills in English; other language a plus
- Prior knowledge of factory auditing, corporate social responsibility (CSR), impact investment, ICT4D and/or global supply chain management also a plus

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

**LOCATION:** Shanghai or Nanjing area preferred; open to other locations in China

**COMPENSATION:** Commensurate with experience, education and qualifications; plus travel/costs expense reimbursement

**TO APPLY:** Send a CV and cover letter to **info@goodworldsolutions.org**. Please include "Trainer—China" as the email subject. Only select candidates will be contacted and interviewed.