



SR. MANAGER SERVICE DELIVERY

About Labor Solutions

Founded in 2013, Labor Solutions, a social enterprise, leverages technology to engage and educate workers. We provide consumer brands with big data about human rights risks by equipping suppliers (factories) with human resources tech tools to educate, connect and engage workers. WOVO, our flagship product, is one app for workers (to communicate, learn & report), one platform for suppliers and one dashboard for brands.

Our tools ensure that factory workers know their rights & responsibilities, can access remedies, and are heard by stakeholders. We serve over 2.25 million workers in 30 languages. Our key strength is our ability to reach workers. Our in-market team understands the challenges facing users. We use worker-centric design, designing for an underserved market: workers with lower education and literacy rates.

We are a business for women, founded, managed and owned by women.

What you'll be doing:

The Sr. Director for Service Delivery will be responsible for ensuring the delivery and consistency of all services (non- technology products) and special projects, including consulting, customized surveys trainings, bespoke reporting, on-sites services, research and more.

- Own and manage process and operations for LS Managed Surveys + special projects delivery to ensure products can be delivered timely and at scale
- Control all aspects of the execution of services to ensure consistent high quality in client experience
- Ensure all involved teams are always trained and are consistently following the process defined by Product Delivery
- Automate initial analysis of survey data to derive and communicate insights that is appropriate for the intended audience
- Support the team in the launching of LS branded surveys by defining and controlling the process for implementation and service delivery
- Oversee all issue reports for LS Managed Surveys + special projects to prioritize recommended updates to the products with the Product Management Lead/Product Owner(s)
- Manage Product Delivery Associate(s) to execute on delivery products

Who we are looking for:

- Someone with at least 4 years' experience in project or product management
- Strong presentation and communication skills in English, a second language is preferred but not required.
- Problem solving, critical thinking, organizational skills to be able to proactively identify risks in processes, propose comprehensive solutions, and execute on them.
- Ability to analyze and present data effectively
- Strong project planning and management skills
- Negotiation skills and ability to deal with conflict productively



- Able to work in a fast-paced agile environment
- Comfortable working remotely
- Experience working in the following fields or with a company working on the following topics; social compliance, CSR, social sustainability, data/polling/survey management, human rights, consulting or human resources preferred but not required
- Familiarity with MS Excel, FigmaJam, Confluence

Please send your cover letter and CV to: jobs@laborsolutions.tech