



## Regional Supplier Coordinator

### 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.

Our advisory services help to build collaborative social ecosystems to drive change. We partner with leading experts to produce quality eLearning courses & measurement tools to amplify impact.

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

### What you'll be doing:

We are looking for several regional supplier coordinators. Each coordinator will be responsible for a specific region, regions include, but are not limited to, Indonesia and Malaysia, Vietnam and Cambodia, China, Thailand and others. As the Regional Supplier Coordinator, you will be serving as a core member of the Account Management Team and responsible for providing administrative and communication support to our factory clients in your region during the service and product delivery process.

- ✓ Administrative and Finance Support
  - Contracting, Billing, Coordination + Documentation Management of Client information, including the use of a CRM
- ✓ Implementation Support
  - Act as local liaison of a global project
  - Work with Global Project Manager to understand brand project requirements (tools purchased, timeline, etc.)
  - Coordinate with local clients on the implementation of the tools
  - Collect data and pass onto Service/Product Delivery team for set-up
  - Follow up with the factories to make sure timelines are met
  - Direct factories to the right resources for training and report of ad-hoc issues
- ✓ Communication Support
  - Conduct introduction sessions with local clients about Labor Solutions when needed
  - Support the translations of implementations, marketing and client communication materials

### Core competencies required:

- Minimum of 3 years of experience in a client facing position, such as customer support



- Experience in facilitating project management
- Preferably with direct experience with factories
- Fluent in English and one of the following languages: Vietnamese, Chinese or Khmer
- Proficient in MS Office
- Able to communicate concisely and effectively
- Ability to work independently, to take initiative and to overcome obstacle
- Perform tasks with high degree of accuracy and efficiency
- Excellent organizational and time management skills; ability to meet deadlines
- Strong service orientation in responding to customer needs

This position is remote and can be based in either Vietnam or Cambodia.

Interested candidates should send their CV to [jobs@laborsolutions.tech](mailto:jobs@laborsolutions.tech)