Sr. MANAGER OF SERVICES 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. Manager of Service Delivery will be responsible for ensuring the delivery and consistency of all services (Non-WOVO products) and special projects, including but not limited to solution consulting, bespoke surveys, assessments, and reporting.

- Own and manage the offerings and the process for servicing WOVO, LS Managed Surveys and other emerging service products to ensure consistent value and improved efficiency
- Automating steps in the service process to improve scalability
- Improve and automate the analysis of data as part of each service order
- Support the team in the launching of LS branded surveys and assessments by defining the process for implementation and service delivery
- Control P&L of service products and special projects by defining pricing components and automating where possible
- Support the team in analysis and understanding of business performance data
- Oversee all issue reports for LS Managed Surveys + emerging service products to prioritize recommended updates to the products with the Product Management Lead/Product Owner(s)

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