



Project 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:

As the Project Coordinator, you will be serving as a core member of Delivery Team under Product and responsible for providing administrative and communication support to our factory clients primarily but not limited to Southeast Asia, South Asia and Latin America during the service and product delivery process.

- ✓ Administrative and Finance Support to Factory Clients (20%)
 - Contracting, Coordination + Documentation Management of Client information, including the use of a CRM
- ✓ Implementation (60%)
 - Act as local liaison of a global project
 - Work with Sr. Project Owner to understand brand project requirements (tools purchased, timeline, etc.)
 - Conduct introduction sessions with local clients about Labor Solutions when needed
 - Coordinate with local clients to get all data needed for implementation of tools
 - Ensure that all timelines of implementation and service period are met by factories
 - Train and direct factories to the right resources for tool guidance
 - Provide local insights for survey reports where needed
- ✓ Communication Support (10%)
 - Support the translations of implementations, marketing and client communication materials
- ✓ Support on Labor Line Operations (10%)
 - Support in the intake of reports on Labor Line where needed, including documenting details of the report and following up with reporter.

Core competencies required:

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



- Experience in facilitating project management
- Preferably with direct experience with factories
- Fluent in English and Bahasa Indonesia
- 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 any of these locations: Jakarta, Surabaya, Bali.

Interested candidates should send their CV to jobs@laborsolutions.tech