



## **Clear Vision Workplace Program Manager**

**Location: Dhaka, Bangladesh**  
**April 2021**

Are you ready to use your project management skills and business development acumen to restore vision for tens of thousands of low-wage workers across Bangladesh? Would you like to work for an organization that combines the best of business and social impact practices?

VisionSpring, an international social enterprise, seeks a program manager to lead our effort in getting affordable eyeglasses to Bangladesh's workers with blurry vision. The program manager implements the Clear Vision Workplace (CVW) Program, which introduces vision screening and eyeglasses into workplaces with high numbers of low-wage workers. The person in this role collaborates with VisionSpring's CVW corporate partners and other donors to plan and conduct vision camps in a range of workplaces, coordinate with factory management to ensure the smooth running of vision camps, and organize screenings and glasses distribution. The program manager also will pursue opportunities to expand the CVW program by targeting domestic and international companies to expose untapped consumer demand for eyeglasses in workplaces across Bangladesh.

Based in Dhaka, the program manager reports to VisionSpring's Bangladesh country director and works closely with local sales and supply chain teams, and with the global director of See to Earn Programs in New York. The person in this role leads a 20-member vision screening execution team.

### **ABOUT YOU**

- You're a project management expert. You excel at identifying and managing all of the components and details that are critical for success, including people, and deliver on time and on budget.
- You are a roll-up-your-sleeves, hands-on team player. To provide the highest-quality service to your customers, you are not above doing any task, large or small.
- You are accustomed to being a top performer in a high-growth environment. Achieving targets fills you with a sense of drive and satisfaction.
- You are self-motivated and constantly seeking new and creative ways to reach and expand your target market. You actively network to identify new partners and nurture existing relationships.
- You have the experience, maturity, and confidence, as well as the communication skills, to interact with people in senior positions. You can get others excited about what they are going to do.



## ABOUT US

- VisionSpring is creating access to affordable eyewear, everywhere. Clear vision creates opportunities for increased learning, work, safety, civic participation, and quality of life.
- As a social enterprise, social change motivates us first. Our focus on sales and revenue targets serves and advances our mission objective—to increase functioning, productivity, and income earning potential for our low-income consumers by correcting refractive error and presbyopia with eyeglasses.
- We are working to transform the systemic dysfunction of an optical market that has failed to deliver eyeglasses—a 700-year-old technology—to 2.7 billion consumers in need of vision correction, most of whom live on less than \$4 a day.
- We serve low-income consumers, not as beneficiaries but as customers. Our customers expect a high-quality and affordable product, and they will spend limited discretionary income for the immediate and tangible benefits of vision correction.
- By selling eyeglasses, we awaken new demand and seed a viable market. By selling new eyeglasses we are able to serve four times as many people per dollar input than the alternative of donating recycled ones. To efficiently scale, we must deliver each new unit with lower cost.
- We run our business on both sales metrics and social impact measures. We use a range of organizational forms and practices to get the job done.
- We believe in scaling our impact, not our organization. We are a lean team of doers.

## WHAT YOU'LL DO

### Implement Clear Vision Workplace Program

- Implement and expand the CVW program in Bangladesh, with a focus on overseeing the execution of successful vision camps at factories throughout the country.
- Support international brand representatives in Bangladesh to identify strategic supplier factories for vision camps, develop a vision screening timeline, and ensure introductions to selected suppliers are made.
- Secure buy-in from local brand representatives and their selected suppliers for the CVW program through consistent and professional engagement that conveys the benefits of the unique CVW program to all parties.
- Work with the factories to mobilize and encourage their workers to participate in all vision camp activities.
- Identify and work with designated hospital partners to follow up on referrals for workers requiring eye care that is outside of the scope of VisionSpring camp screening and team capacity.
- Identify, train, and support volunteer “vision champions” from factories to provide assistance at vision camps and ongoing support to factory workers.
- Closely work with the VisionSpring supply chain team for the seamless dispatch of eyeglasses to partners prior to project launch. Follow up on eyeglasses “seed stock” inventory with vision champions and factory management.



- Oversee vision camp implementation to ensure service quality and timeliness. Regularly attend vision camps to ensure service quality.
- Supervise the faithful and accurate entry of all vision camp activity such as screenings, refractive error rates, glasses dispensed, etc. into Salesforce, our customer relationship management (CRM) system.
- Ensure that customer profile data, customer stories, and survey data is collected and processed by the team to help understand customer satisfaction, preferences, and barriers to vision and optical care.
- Prepare field reports and customer stories to assist with investor relations and communications.
- Prepare reports for senior management and donors as needed.

#### **New Business Development**

- Conduct research to identify and pursue new partnership opportunities with domestic and international companies.
- Grow and manage the CVW partner network. Use your creativity to find new paths, and expand existing ones, to bring eyeglasses to our target population. Network, cold-call, and visit with partners to find high-potential sales opportunities.
- Meet and surpass monthly, quarterly, and annual screening and sales targets by winning new and repeat contracts.
- Faithfully and accurately enter all sales activity—calls, conversations, meetings, WhatsApp and SMS messages, etc.—into Salesforce.
- Represent VisionSpring at local industry forums and in peer groups. Attend educational and market development events such as partner workshops, seminars, conferences, trainings, etc.
- Update country director and New York-based support team on Bangladeshi industry trends (garment, agriculture, etc.) affecting the CVW program, including changes in Bangladesh Garment Manufacturers and Exporters Association (BGMEA) priorities and leadership.

#### **Customer Success Management**

- Contact and consistently follow up with existing and new accounts. Maintain existing relationships and assure that we are building new, lasting partnerships by delivering the highest levels of customer service and engagement.
- Regularly follow up with customers for pre- and post-eyeglass distribution documentation.
- Periodically affirm that VisionSpring is reaching our target population by reviewing customer data and KPIs.
- Manage and strengthen relationships with all stakeholders, investors, the media, and key opinion makers.
- Collect positive feedback and testimonials from satisfied partners.
- Collaborate with behavior design agencies to understand how to influence worker eyeglass wearing habits.



## WHAT'S REQUIRED

- Master's degree in relevant field, such as business or social science.
- Minimum of five to seven years of professional experience in program and project management.
- Experience working for an international NGO or on internationally funded programs at a national NGO.
- Excellent written and spoken communication skills in English and Bengali.
- Willingness to travel up to 50% of the time within Bangladesh.
- Must be highly organized and detail oriented.
- Must meet the highest standards of ethics and personal integrity.
- Must be legally authorized to work in Bangladesh.
- Priority consideration will be given to candidates with these areas of experience: (1) Garment industry; (2) Liaising with government agencies; (3) Relationships with business associations such as BGMEA or BKMEA; (4) Project management certification; (5) Corporate social responsibility (CSR); and/or (6) Knowledge of vision care and optical services.

## COMPENSATION

- Salary range is USD \$16,000-\$20,000 per year, based on experience and education.
- VisionSpring offers competitive benefits, including festival bonus, health insurance and paid time off.
- Monthly budget for expenses.

## TO APPLY

- We want to know more than just what you have done. We want to know who you are. What are the passions and talents that draw you to this role?
- Please update your CV/résumé to include a phrase or sentence describing the business of each organization where you have worked. Applications without this information will not be considered.
- Please submit your application, including a thoughtful cover letter and CV/résumé, saved as a single document, through LinkedIn at <https://www.linkedin.com/jobs/view/2339876330>.
- The preferred start date is June 27, 2021.
- Please note, only candidates invited to interview will be contacted.
- At VisionSpring, diversity, equity, and inclusion are directly aligned with our core value to advance equity. Our mission is predicated on removing a fundamental barrier to full economic and social participation—uncorrected blurry vision. The values that underpin our mission energize our commitment to a diverse and inclusive team. A diverse team also allows VisionSpring to approach problems with nuance and develop unique insights that drive an outsized positive impact in the world. We actively recruit,



develop, and retain talented people from diverse backgrounds and support everyone in being exactly who they are. VisionSpring is an equal opportunity employer and welcomes people from all experiences, abilities, and perspectives to apply.