



## Clear Vision Workplace Program Coordinator

Location: Ho Chi Minh City or Hanoi, Vietnam

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 Vietnam? 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 coordinator to lead our effort in getting affordable eyeglasses to the low-vision workers in Vietnam who need them. The program coordinator will successfully implement the Clear Vision Workplace (CVW) Program, which introduces vision screening and eyeglasses into workplaces with high numbers of low-wage workers. S/he will collaborate with VisionSpring's CVW corporate partners to plan and conduct vision camps in their brand-affiliated workplaces, coordinate with factory management to ensure the smooth running of vision camps, and organize screenings and glasses distribution with designated hospital partners.

The program coordinator also will pursue opportunities to expand the CVW program by targeting domestic and international companies to expose untapped customer demand for eyeglasses in workplaces across Vietnam; growing a national network of eye care partners, such as eye hospitals, clinics, NGOs, and other healthcare providers; and working with government partners that serve low-income communities. Based in either Hanoi or Ho Chi Minh City, the program coordinator will report to VisionSpring's global partnerships manager in New York, and collaborate closely with the global CVW business development officer and the global partnerships coordinator for sales operations and performance.

This role is a contract-based, full-time position for the initial period of one year, with the possibility of a two-year extension. As with other contractors with whom we have worked for many years, we expect the successful candidate to be willing to be a long-term contractor for VisionSpring.

### ABOUT YOU

- You are an entrepreneur at heart and want to build a socially-oriented business.
- 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, hungry for success, and constantly seeking new and creative ways to reach and expand your target market. You actively network to identify new partners and nurture key accounts.
- 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.
- You have a special talent for negotiating with partners for the closure of win-win deals.



- 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.

## ABOUT US

- We are 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 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 2.5 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 exploit 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

- Based on VisionSpring's successful Clear Vision Workplace Program in India and Bangladesh, implement and expand CVW in Vietnam, with a focus on overseeing the implementation of vision camps at factories throughout the country.
- Support international brand representatives in Vietnam to identify strategic supplier factories for vision camps, develop 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 brand-affiliated suppliers to mobilize and encourage their workers to participate in all camp activities.
- Work with designated CVW hospital partners to develop vision camp workplans including timelines, staffing, budgeting, logistics, product needs, etc.

- Liaise with the supply chain team for seamless dispatch of shipments to partners prior to project launch.
- Identify, train, and support volunteer “vision champions” from brand-affiliated factories to provide assistance at vision camps and ongoing support to factory workers.
- Assist with vision camp implementation as needed. Attend vision camps when possible.
- Maintain communication with designated CVW hospital partners during vision camp launches to assure continuous flow of customers through the camp and troubleshoot problems.
- From time to time and as directed, collect customer profile data, customer stories, and survey data to help understand customer satisfaction, preferences, and barriers to vision and optical care.
- Faithfully and accurately enter all vision camp activity such as screenings, refractive error rates, glasses dispensed, etc. into Salesforce, our customer relations management (CRM) system.
- Draft field reports and customer stories to assist with investor relations and communications.
- Draft reports for senior management and donors as needed with support from designated CVW hospital partners.

### New Business Development

- Conduct research to identify and pursue new partnership opportunities with domestic companies, eye hospitals, clinics, other health service providers, and government agencies; assist them in conducting vision camps for low-income customers.
- 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 sales targets by winning new and repeat contracts.
- Faithfully and accurately enter all sales activity—calls, conversations, meetings, WhatsApp and SMS other 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.

### 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-sale documentation and payments.
- 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.

## WHAT'S REQUIRED

- Bachelor's degree required. Master's degree in relevant field, such as business, supply chain, marketing, CSR, or project management preferred.
- Minimum of seven years of professional experience in business-to-business FMCG sales and marketing, supply chain, manufacturing, CSR, and/or project management.
- Excellent written and spoken communication skills in English and Vietnamese, and ideally one other language such as Chinese or Korean.
- Willingness to travel up to 50% of the time within Vietnam.
- Priority consideration will be given to candidates with these areas of experience: work in multi-national corporations; CSR; work with Vietnamese government agencies; project management certification; logistics and supply chain for products with geographically disparate points of sale; and/or knowledge of vision care and optical services.

## COMPENSATION

- Salary based on experience and education.
- Exciting performance-based incentives.
- Monthly budget for expenses.
- One-year contract, renewable.

## 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 submit your application, including a thoughtful cover letter and your CV/résumé, to: [talent@visionspring.org](mailto:talent@visionspring.org). Please assure there is a short description of each company or organization on your CV/résumé. Include your last name and "CVW Program Coordinator Vietnam" in the subject line.
- The preferred start date is September 2, 2019.
- Please note, only candidates to be interviewed will be contacted.
- VisionSpring is an Equal Opportunity Employer. VisionSpring does not and will not discriminate in employment and personnel practices based on race, sex, age, religion, national origin, or any other basis prohibited by applicable law.