

Enveritas

Quality Control Officer, Central America and Mexico

Job Description - Quality Control Officer

Position:	Quality Control Officer
Reports to	Sr. Data and Insights Manager, Latin America
Duration:	Project duration 6 months (October 2021 - March 2022), with potential to extend
Location:	Guatemala (Guatemala city preferred) or Mexico (central or southern states) Expect a mix of remote work and office-based work depending on location, with potential for short and long trips to coffee regions (pending COVID-19 conditions)

Summary

Enveritas is looking for exceptional talent to join our global team and support our operations in Central America and Mexico. Our team includes program & field operations managers, data scientists, product managers, software engineers, agronomy and coffee industry experts, and multi-generational coffee farmers.

Background

Consumers are increasingly asking if the brands they trust are “sustainable” – that is, produced under acceptable social, economic and environmental practices. Companies have responded by setting targets for becoming “100% sustainable”. However, traditional approaches for verifying sustainability face challenges reaching farmers that are too small, too remote, or informally organized. **Enveritas (www.enveritas.org) is building solutions for smallholder coffee farmers that are currently beyond the reach of existing sustainability certification or verification approaches.** We have developed a rigorous, scalable and transparent method of verification that works in this “underserved space.” This verification is the backbone of our Responsible Sourcing platform that helps companies meet their sustainability targets by investing in the areas that need it most.

Enveritas is a non-profit organization founded in 2016 and is headquartered in New York. Enveritas combines the rigurocity of its systems and processes with an intense effort to collect credible data from the field, accompanied by inspiring and unique stories (insights) that permit our clients to work together with stakeholders to improve the coffee grower’s livelihood. Enveritas has a presence in more than 25 countries, across Latin America, Africa and Asia. Our Latin America operations cover Mexico, Guatemala, Costa Rica, Honduras, Nicaragua, Costa Rica, El Salvador, Panama, Colombia, Peru, Ecuador and Brazil, with plans to expand to additional coffee origins this year.

Position Description

Enveritas is looking for an experienced Quality Control Officer to support our fieldwork activities in Mexico and Central America. The position is based in Guatemala or Mexico with potential for travel to various coffee regions.

The main role of the Quality Control Officer is to manage and analyze survey data to generate insights and quality control reports to support field teams for their daily Quality Control sessions. The QCO will gain experience in managing, analysing, and cleaning data on a real-time basis, providing feedback to field teams, and collaborating with members of the Enveritas global team who come from a variety of backgrounds.

The ideal candidate has experience with data and working across teams, both in-person and remote, with the aptitude to easily understand data and derive insights, identify bad data, and suggest improvement areas. They are fluent in English and Spanish, with excellent communications / interpersonal skills, a team player, and able to effectively solve problems and adapt to changing situations.

Enveritas will invest heavily in your growth and success. We recognize that we will need to attract and retain exceptional talent in order to fulfill our vision of reaching 100% of the world's coffee farmers across 30+ countries. You will have the backing of a global team with deep experience in coffee sustainability and technology to help you reach your goals. We offer a fun, open, flat, and agile work culture that mitigates the communication challenges posed by being a global organization.

Key Responsibilities

Data Quality Process

- Monitor quality of data collected on a daily basis and communicate to respective Field Coordinators
- Prepare daily Quality Control reports, weekly close-out materials, retraining materials, etc.
- Follow up on a daily basis with FCs to correct rejected surveys and solve issues with problematic enumerators
- Monitor completed surveys and check for bad data or erroneous randomization protocols employed
- Support close-out and finalization of data, including preparation of contextual insights about coffee regions
- Manage backcheck survey process and supervise backcheck person (s) for the country/region

Developing Tools

- Test and help to design Data Quality tools and survey questionnaires using smartphones
- Support customization of smallholder, mill/estate and backcheck surveys for the country
- Collaborate with other members of the Latin America Data & Insights team to develop and improve DQ protocols
- Provide support to Product, Data and Engineering teams for development, integration and beta testing of new tools and systems

Analysis and Insights

- Prepare and share weekly analysis and statistics on the progress of data collection with country teams and the complete Latin America operations team
- Contribute to analysis projects and country stakeholder presentations using coffee verification data and insights
- Provide data and analytical support for special projects, as they arise (other Enveritas surveys, advanced analysis projects and reports)

Training

- Participate in the training of Field Coordinators and enumerators; lead sessions on Data Quality
- Train Enveritas field ops team on new survey and data quality tools, as they are released

Skills and Qualifications

- Bachelor's degree and excellent academic record, related to development studies, economics, business, statistics, plant science, forestry, or other relevant discipline with relevant professional experience
- 1-2 years experience managing and conducting quantitative and qualitative research with strong data quality management knowledge is highly desirable
- Experience with coffee farming highly advantageous (raised in coffee growing families, participated in research conducted on coffee)
- Full-time availability, and willingness to work in rural areas and during non-business hours, including weekends if needed
- Strong computer skills, including proficiency in Microsoft Office and Google Docs applications, familiarity with quantitative data collection software/platforms; knowledge of Python or other programming languages beneficial, but not required
- Excellent verbal and written proficiency in Spanish and working proficiency in English
- A driving desire to alleviate poverty and make the world a better place

- Clear track record of working in a fast-paced, multicultural team environment
- Excellent communication and analytical skills; flexible problem-solving attitude
- Strong work ethic and professionalism, particularly when doing independent and remote work
- Quick learner and effective team-player
- Interest in learning more about coffee and agriculture
- Based in Mexico or Guatemala

How to Apply:

Please submit your CV and a cover letter to jobs@enveritas.org

Updated September 2021