|  |
| --- |
| **Position Announcement** |
| **Associate/Consultant, Global Knowledge Hub**  **(Capacity Building & Web-based Knowledge Management)** |

* **Institution Overview**

WRI is a global research organization that spans more than 50 countries, with offices in the Brazil, China, Europe, India, Indonesia, and the United States. Our more than 450 experts and staff work closely with leaders to turn big ideas into action to sustain our natural resources—the foundation of economic opportunity and human well-being.

WRI was recently voted the #1 Environmental Think Tank in the world and is consistently recommended by staff as one of the "most desired organizations to work for." In 2014, WRI was ranked one of the Top Workplaces by the Washington Post

* **Position Overview**

The successful candidate will play a global role involving content development and communications for a new knowledge-sharing platform for the WRI Cities program. The platform will be a dynamic learning space showcasing our capacity building tools and activities in a user-friendly format.

You would be involved in all stages of the process to build and run the platform, which will involve coordinating with global teams of experts, design & web development vendors, and external users. You would support development of digital and traditional (offline) learning and communications content; and help to ensure smooth functioning of the platform to add value to the user’s experience.

* **Responsibilities**

**CONTENT DEVELOPMENT & CO-ORDINATION**

* Assist in creating and updating content on the platform, e.g. synthesizing research into user-friendly and customized learning guides; developing templates for training manuals, toolkits and other products; writing narrative copy
* Coordinate with different WRI centers for content development and translation
* Support user-centered research and usability testing for the platform

**WEBSITE MANAGEMENT & MODERATION**

* Liaise with vendors for development and maintenance of website
* Support back-end website management
* Review, respond and/or escalate comments and queries from users in a timely manner
* Post launch: support delivery of webinars and e-training activities across different country offices (USA, Mexico, Brazil, Turkey, China)

**MARKETING & MEASUREMENT**

* Track and analyze website usage data and sources of traffic (email, SEO, social media, etc.)
* With support of communications teams, develop materials and social media outreach around capacity building activities
* Actively support trainings workshop and outreach events for the platform
* **Required Qualifications:**
* Bachelor's or above in mass communications, education, design (graphic/web/interaction), marketing, business, and/or related fields.
* 2 years of work experience
* Excellent English language writing and communication skills; ability to analyze, synthesize, and write in clear, convincing language
* Experience in the following areas is highly preferred:
  + E-learning, capacity building, website development, and/or communications and outreach in the domain of sustainable development
  + Creating training curriculum, manuals, DIY guides, learning videos, digital media, etc.

In addition, the ideal candidate should be:

* An enthusiastic, proactive, creative, and responsible individual
* Equipped with strong client and interpersonal skills; problem-solving and/or troubleshooting skills; ability to interact with various teams across geographies/in different time zones
* Able to work independently, with an eye for detail and commitment to quality
* Familiar with a variety of digital platforms; willing to learn new software as needed
* **Desirable, but not essential:**
* Experience with Drupal, Google Analytics and/or email management systems
* Familiarity with HTML, CSS, and/or Javascript
* Familiarity with Photoshop, Illustrator, InDesign, and/or filmmaking
* Proficiency in any of the following languages is a plus: Spanish, Portuguese, Chinese, Turkish, French
* Experience with UX research and testing
* **Recruitment Process:** 2 rounds of interviews and a written test.

To apply, please share CV, cover letter, and writing sample (required) by March 12th, 2017 **to** [nandini.chandrasekaran@wri.org](mailto:nandini.chandrasekaran@wri.org). If available, any examples of digital work or link to e-portfolio are also welcome. **In the subject line insert [Your Name] followed by “Application for Global Knowledge Hub Associate”.**

* **Position Location:** Mumbai, India
* **Grade:** 3
* **About WRI**

\*The World Resources Institute (http://www.wri.org/wri) is an environmental and development research and policy organization that creates solutions to protect the Earth and improve people’s lives. As an Equal Opportunity Employer, it is WRI’s policy to recruit, hire, and provide opportunities for advancement in all job classifications without regard to race, color, religion, sex, national origin, age, citizenship, marital status, sexual orientation, gender identity, parental status, protected veteran status, or disability. WRI’s global agenda requires a staff that is diverse – with respect to race, gender, cultural, and international background. Diverse perspectives and experience enhance the way WRI selects and approaches issues, as well as the creativity and applicability of WRI's policy research and analysis.