Job Title: Consultant - Participant Engagement, Guatemala
Department/Office: Central America & Dominican Republic
Branch Office: CA & DR LAC Hub, Global Operations
Location: Open Ciudad de Guatemala, Guatemala
Contract term: July 15, 2023 - June 30, 2024
Deadline: July 15, 2023

BACKGROUND
As a special initiative of the Secretary General of the United Nations, the Global Compact is a call to companies worldwide to align their operations and strategies with Ten Principles in the areas of human rights, labor rights, environment and anti-corruption. With more than 18,000 companies and 3,000 non-business participants based in over 160 countries, the UN Global Compact is the world’s largest corporate sustainability initiative - a Global Compact that unites business for a better world.

POSITION SUMMARY
Reporting to the Country Manager, the Consultant, Participant Engagement is responsible for strengthening the UN Global Compact's relationship with participating companies and strengthening the advocacy strategy in the country or territory under his/her responsibility. Working closely with our global Outreach & Engagement team, the Consultant, will be responsible for driving growth and retention strategies, in alignment with the Country Manager. It will be critical to ensure that each company has a clear understanding of the initiative, tools, support, training and opportunities available to them as participants in the UN Global Compact.

FUNCTIONS
● Support in the design and implementation of the Global Compact strategy and growth plan in the country under their responsibility;
● Design and coordinate outreach and recruitment activities, assisting through presentations, public engagements, etc. to broaden the awareness and reach of the UN Global Compact among relevant business audiences;
● Manage the process of recruiting and due diligence of prospective companies, from research to timely follow-up and conversion of prospective companies into participants;
● Lead and follow up on the onboarding of new business participants, following the "Onboarding" line defined at the regional level, helping them to make the most of their participation in the UN Global Compact.
● Foster optimal relationships with participants, understanding their business needs, their sustainability challenges and help them take advantage of relevant engagement opportunities offered by the Global Compact to help them set ambitious sustainability goals and make progress on them;
● Actively use and shape tools to improve participation efficiency and business satisfaction, including the Global Compact database, CRM software (Salesforce) and tracking and reporting systems (KSS);
• Provide support to business participants with ongoing administration and customer service: application review, onboarding, annual reporting (Communication on Progress), maintaining and updating company profile/contact information, logo requests, annual contributions, etc.
• Support in data collection for administrative and/or programmatic purposes, including drafting letters, reports, meeting reports, mailings, etc.

COMPETENCIES AND SKILLS
• Customer service experience (incl. key account management);
• Communication skills and ability to develop persuasive and assertive communication strategies.
• Knowledge and experience in developing strategies to manage relationships, ability to manage interactions to deliver service and support the organization.
• Experience in corporate sustainability

EXPECTED RESULTS
• Positive feedback from companies participating in the United Nations Global Compact in the country in charge;
• Increase in the number of participating companies, according to the established annual goals;
• Retention of participants, according to the established annual goals;
• Recruitment of participants for the accelerators and programs that make up the value offer of the country and/or the Region.

FUNDAMENTAL VALUES
Integrity: Demonstrates the values of the United Nations in daily activities and behavior; acts without regard for personal gain; resists undue political pressure in decision-making; does not abuse power or authority; supports decisions that are in the best interest of the Organization, even if they are unpopular; and acts promptly in cases of unprofessional or unethical behavior.
Professionalism: Shows pride in work and accomplishments; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, meeting deadlines, and delivering results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; and remains calm in stressful situations.
Respect for Diversity: Works effectively with people of all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect and understanding for diverse points of view and demonstrates this understanding in daily work and decision making, examines own biases and behaviors to avoid stereotypical responses, and does not discriminate against any individual or group.

EDUCATION AND EXPERIENCE
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● University degree in business administration, communications, economics, political science, social sciences or related field.
● Three years or more experience in account management, sales and marketing, customer service, communication or related.
● Experience using key digital tools (Salesforce/other CRM systems, Asana, etc.);
● Experience in the field of corporate sustainability.
● Fluency in English and Spanish is required.

RECRUITMENT PROCESS

Please send your CV by email to chinchilla@unglobalcompact.org with the subject "Consultant, PE - Guatemala".

Applications will be accepted until July 15, 2023.

Given the anticipated volume of applications, only highly qualified candidates will be contacted. Unsolicited phone calls and unsolicited emails outside of the application process will not be accepted.

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruits and employs staff regardless of gender identity, sexual orientation, race, religion, cultural and ethnic background or disability. Upon request, reasonable accommodation may be made for applicants with disabilities to facilitate their participation in the hiring process.