



**Posting Title:** Coordinator, Digital

**Duty Station:** New York, NY

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## POSITION SUMMARY

The Coordinator, Digital will be playing a pivotal role to support the design and implementation of the office-wide Digital Transformation roadmap, with particular focus on the integration of the Salesforce CRM as the central hub of data across all digital platforms, most notably our web application framework hosted on Rails, our marketing automation system hosted on Pardot, our UN Global Compact Academy currently hosted on a Docebo learning management system, and our web conferencing and meeting system hosted on Zoom..

As the UN Global Compact initiative continues to expand since its inception in 2000, in size of participation and regional operations, technological enablement and cohesion are crucial factors to ensure the success of this growth. The Coordinator will work closely with various stakeholder teams within the UN Global Compact to design and incorporate operational procedures to manage critical participant data and establish transparency and collaborative success across all teams and Local Networks globally.

## DUTIES & RESPONSIBILITIES

- Support the design and implementation of the CRM database and technological infrastructure
- Onboard and assist UN Global Compact Office staff and Global Compact Local Networks in adapting to the CRM, and ensure successful user adoption across all digital workstreams as well as alignment of local business processes with global data.
- Engage in multi-stakeholder discussion and dialogue to define clear expectations and goals of CRM implementation, and to present on key guidance materials on user adoption
- Identify key areas of business processes for automation, and utilize advanced Salesforce concepts to develop and streamline such processes.
- Conduct thorough data analysis and visualization via Reports & Dashboards functionality in Salesforce, Tableau, and other tools as needed.
- Support the integration of native and external digital products to the CRM, particularly focusing on Rails, Pardot, Zoom, and the UN Global Compact Academy, currently based on a Docebo learning management system, and an Events Management software to be identified
- Upkeep user licenses and budget planning related to the CRM Rollout
- Apply industry best practice of data collection and management to the Communication on Progress -- a critical requirement of companies' participation and engagement with the UN Global Compact initiative.
- Contribute to strategic decision-making around key business processes related to the capture and structure of clear, measurable, and actionable data.
- Perform other administrative duties as require



## COMPETENCIES

- Ethical Practice: Ability to integrate core values, integrity and accountability throughout all organizational and business practices.
- Critical Evaluation: Ability to gather and interpret data to support making business decisions and recommendations. Ability to thrive in a complex environment and distill complex situations.
- Agility: Fast, curious learner who questions the status quo and is capable of making sense of complexity. Ability to connect actions / decisions to broader (downstream) implications and can adapt to achieve results.
- Communication: Ability to speak and write clearly and effectively; listen to others; correctly interpret messages; effectively convey information; demonstrate openness in sharing information and keeping people informed.
- Environmental & Organizational Awareness: Leverage environmental & organizational insight to improve talent and business outcomes; demonstrates enterprise thinking. Ability to understand the organization's overall strategy, operations and organisational model.
- Global and Cultural Effectiveness: Ability to value and consider the perspectives and backgrounds of all individuals.
- Relationship Management: Ability to manage interactions to provide service and to support the organization.

## EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- Education: First degree or bachelors in computer science, data analysis, or a related field
- Work Experience: 3 years of relevant work experience, ideally in product management or project management, and ideally experience using and navigating Salesforce and Pardot
- Programming and data analysis skills
- Strong analytic, planning and problem-solving skills
- Excellent written and verbal communication in English
- Demonstrated ability to prepare executive level written and oral presentations
- Particular interest in Salesforce System Admin certification, and to gain more knowledge and expertise on utilizing a CRM to enhance business productivity

## RECRUITMENT PROCESS

- Please include the following materials in your e-mail submission to [hriquiries@unglobalcompact.org](mailto:hriquiries@unglobalcompact.org) with the subject heading:” **Coordinator, Digital**”
  1. Cover Letter
  2. Resume/CV

# Foundation for the Global Compact

Job Opening | Coordinator, Digital

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- Applications will be accepted until **16 December 2021**.
- Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.
- Applicants must be authorized to work in the United States. The Foundation for the Global Compact does not sponsor work visas

**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, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested.**