

Foundation for the Global Compact

Job Opening | Coordinator Participant Engagement: Americas



Posting Title: Coordinator Participant Engagement: Americas

Location: New York, NY

POSITION SUMMARY

The Participant Engagement Coordinator Americas will be responsible for engaging prospects in the UN Global Compact recruitment pipeline and helping to recruit more responsible businesses from the region to join the movement.

The Coordinator will be part of a team that, working closely with the marketing team and Local Networks in the region, will be responsible for engaging and recruiting companies from the Americas to join the UNGC. They will be responsible for maintaining an effective and efficient prospect pipeline to drive recruitment of companies in the Americas. The scope extends from qualifying inbound prospects to securing discovery meetings to supporting recruitment and onboarding of all types and sizes of business in the region.

This is all with a view to scaling the global collective impact of business sustainability and contributing to the delivery of the UN Sustainable Development Goals. By helping businesses join up and efficiently access this support, the Coordinator will enable them to more effectively shape their business strategies to help the world meet the Sustainable Development Goals whilst also delivering strong business results.

DUTIES AND RESPONSIBILITIES

- Engage prospects in the Americas to join discovery calls about the UNGC and understand impactful activities that will further business delivery of the UN Sustainable Development Goals
- Support the team to deliver a regional growth plan, including prospect follow-up plan, aligning to UNGC impact goals
- Working with the Senior Manager, Manager, marketing team, and Local Networks support regionally relevant activities that will attract and engage prospective companies to consider joining the UN Global Compact
- Personally, lead prospect follow-up for priority campaigns or countries through email, calls, social media, etc. to extend awareness of the UN Global Compact
- Nurture excellent relationships with UN Global Compact prospects and participants in the region
- Support and guide Participant Engagement Associates in their team and in the Local Networks in the Americas to improve participant follow up and engagement practices.
- Help the team build an understanding of prospect and participant needs and gather feedback to provide insight back to the UNGC team
- Actively use processes, tools and capabilities to improve Participant Engagement efficiency, and company satisfaction. This involves supporting delivery of ongoing capability training, identifying improvements in implementation of technologies (CRM software and associated efficiency practices), tracking and reporting systems etc.
- Support renewal activities as needed, including COP submission guidance
- Track regional prospect activities (weekly, monthly etc.).
- Deliver weekly prospect and opportunity reports and complete all related Salesforce.com updates in a timely manner



RESULTS EXPECTED

- Meet ambitious recruitment and retention targets for SMEs and MNCs in the Americas
- Effectively and efficiently qualify inbound prospects, and coordinate follow-up among Local Networks in the region and global office
- Follow-up with prospects to secure discovery meetings and assist with introductory calls
- Prioritize prospect lists and provide relevant, updated information for key next steps
- Contribute to growth of the Americas NPS score
- Support Senior Manager, Manager and Local Networks in recruitment activities
- Assist in generating new recruitment opportunities to fuel growth of business joining the UNGC
- Support team projects as required

COMPETENCIES

Passion for client service and client impact

- Effectively meets prospect and participating company needs. Takes responsibility for company satisfaction and impact. Demonstrates professional qualities and demeanor that commands attention and respect from decision makers
- Account management and engagement skills and service mindset. Builds trusted and productive relationships with key decision makers and responds to questions, concerns and requests from executives and key decision makers.

Persuasive and engaging communication skills

- Builds credibility and trust in order to engage prospective companies across the new joiners journey.
- Ability to interact with a broad set of businesses and presenting both virtually and in person
- Ability to communicate persuasively in written form to help engage at scale

Advanced proficiency in key digital tools and analytical skills

- Proficient in Salesforce/other CRM contact management and reporting systems
- Advanced proficiency in essential communications and reporting tools: Excel, PowerPoint, Word
- Proven experience in analyzing data to extract insight around engagement results, client satisfaction, client understanding, as well as the impact of activities, and global sustainability trends



Proven delivery of results:

- Delivers to clear goals within strategies. Identifies priority activities and assignments, allocates appropriate time and resources, tracks progress and adjusts priorities as required.
- Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary

Works in diverse teams and across geographies:

- Works collaboratively with colleagues in different teams to achieve organizational goals.
- Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others;

CORE VALUES:

- **Integrity:** Demonstrates the values of the United Nations in daily activities and behaviors; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization's interest, even if they are unpopular; and takes prompt action in cases of unprofessional or unethical behavior.
- **Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving 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 from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of 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.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- **EDUCATION:** A first-level university degree in business administration, management, economics, political science, social science or related field.
- **WORK EXPERIENCE:** Four plus years of experience in account management, sales & marketing, client support. Experience working on issues related to corporate sustainability is preferred. Experience working with stakeholder groups in the region is preferred.
- Proficiency in English and Spanish is essential (full command on both spoken and written). Knowledge of other regional languages is a plus.

BENEFITS

- Competitive Salary
- Retirement Plan – 15% employer contribution after 6 months of services with additional 7.5% matching option.
- Vacation Days - 30 paid days (6 weeks) per year.
- Maternity leave - 16 weeks with full pay.
- Paternity leave - 4 weeks with full pay.
- Medical /dental/vision employee coverage

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RECRUITMENT PROCESS

- Please include the following materials in your e-mail submission to UNGC1@unglobalcompact.org with the subject heading "Coordinator Participant Engagement: Americas"
 1. Cover Letter
 2. Resume/CV
- Applications will be accepted until **29, October 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 United States. The Foundation for the Global Compact does not sponsor work visas.**

Please, no phone calls or unsolicited e-mails outside of the submission process