POSTING TITLE: Coordinator, LMS Platform Support (Global Operations)
LOCATION: New York, NY

POSITION SUMMARY

The United Nations Global Compact is the world’s largest sustainability initiative with over 20,000 participating companies in over 160 countries and 62 Local Networks around the world. As a special initiative of the UN Secretary-General, the UN Global Compact is a call to companies everywhere to align their operations and strategies with Ten Principles in the areas of human rights, labour, the environment and anti-corruption. The UN Global Compact Academy aims to provide corporate professionals around the world with the knowledge and skills needed to accelerate and mainstream sustainable business practices at scale.

The Foundation for the Global Compact is recruiting a highly motivated Coordinator to support the effective operations of Accelerator programmes on the Docebo platform (Global Compact Academy). Accelerators are programs designed to promote sustainable business practices and contribute to achieving the SDGs. They are implemented at the country level in collaboration with Global Compact Networks and are focused on achieving specific behavior changes for participating businesses. Over the past four years, Accelerators have become integral to the UNGC’s value proposition.

The successful Coordinator will be diligent, tech-savvy, solutions-oriented and will play a critical role in ensuring the successful delivery of these global programmes.

DUTIES AND RESPONSIBILITY

- **Setup and maintenance of Academy online learning platform for Accelerator Programs:** Manage the day to day setup and ongoing maintenance of our online learning platform, ensuring it is regularly updated and optimized for an engaging user experience across Accelerator and Academy programmes.
- **Facilitating Participant Onboarding:** Support participants through the onboarding process, addressing inquiries and resolving issues related to technology access to ensure a seamless transition into our programs.
- **Supporting daily communication with Accelerator participants:** Act as a key liaison between users and our programs, providing timely and effective support to ensure their needs are met and questions are answered promptly.
- **Coordinating Translation Processes:** Help coordinate translation efforts using AI tools and agencies to broaden the reach and foster inclusivity and accessibility.
- **Managing Content and File Updates:** Maintain accurate and readily accessible materials by managing content and file updates, ensuring that information remains relevant and up to date for users.
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- **Coordinating Webpage Updates and Multimedia Uploads**: Take charge of updating our webpages and uploading multimedia content, such as videos, to platforms like YouTube and our Academy platform, ensuring our online presence remains dynamic and engaging.
- **Collaborating with Delivery and Technical Teams**: Work closely with technical teams to troubleshoot platform issues, implement enhancements, and optimize user experience based on user feedback.
- **Developing User Training Materials**: Support the creation of user-friendly training materials to empower users with the knowledge and skills to navigate our platforms effectively, enhancing their overall experience.

**QUALIFICATION**

- Minimum 4 years of relevant work experience
- First degree or bachelor’s in business administration, management, or related fields.
- Ability to work proactively in an ambitious and dynamic environment
- Technical experience leveraging digital tools like Asana (or other PM tools), Pardot Salesforce, Zendesk, Slack, Google Suite, and Microsoft Office. digital and productivity applications and tools.
- Some experience with learning management systems and preferred.
- Flexible and service-oriented team player.

**CORE VALUES:**

**Integrity**: Demonstrates the values of the United Nations in daily activities and behaviours; 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 behaviours to avoid stereotypical responses; and does not discriminate against any individual or group.

**Competencies:**
Professionalism: Knowledge of relevant UN Global Compact issue areas and workstreams; 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; remains calm in stressful situations.

Communication: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Accountability: Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; and takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitation of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

BENEFITS

- Salary Range - $51,000 - $65,000
- 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

RECRUITMENT PROCESS

Please include the below documents in your email submission to hrinquiries@unglobalcompact.org with the subject heading “Coordinator, LMS Platform Support”:

- Cover letter
- Resume/ CV

Applications will be accepted until 1 March 2024.
Please note that candidates must be eligible to work in the United States.

Given the anticipated volume of submissions, we will likely only contact select candidates.

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.