Posting Title: Coordinator, Participant Support, Americas
Department/Office: Participant Engagement Team
Duty Station: 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 65 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 Participant Engagement team works with companies all over the world to accelerate sustainable business practices at scale.

The Foundation for the Global Compact is recruiting a highly motivated individual to play a pivotal role in facilitating our growing company portfolio while prioritizing engagement and an unparalleled participant experience at the UN Global Compact. We are searching for self-starters who are deeply committed to driving positive change and serving our worldwide community of corporate sustainability professionals. This position presents an exciting opportunity for motivated changemakers with a flair for innovation and a strong service-oriented mindset, offering a platform to further develop careers in the dynamic realms of business and sustainability.

Under the guidance of the Senior Manager of Participant Support, the Coordinator will work closely with the regional PE team and Local Networks to support participant companies in the Americas region. In addition to providing guidance on sustainability initiatives, this role will involve administrative and customer service responsibilities. The Support Coordinator will act as the liaison for participant companies in the Americas region, assisting them with their UN Global Compact engagement, addressing inquiries, and ensuring a seamless experience.

DUTIES AND RESPONSIBILITIES
- **Participant Support:** Serve as the support contact for participant companies within the Americas region, addressing inquiries, providing assistance, and ensuring timely resolution of issues related to their engagement with the UN Global Compact.
- **Engagement and Retention:** Support in growth and retention tasks with the Participant Engagement team to meet regional KPIs. Facilitate access to resources, tools, and materials offered by the UN Global Compact and connect companies with the appropriate teams to advance their sustainability efforts.
- **Experience Innovation:** Support in streamlining and improving the administrative processes and customer experience, including helping to develop best practices, cascading learnings and capacity building activities, and supporting in organizing projects as appropriate, under the guidance of senior manager.
- **Customer Service:** Provide exemplary customer service to Participant companies, responding promptly to their needs, troubleshooting problems, and ensuring a positive and supportive experience with the UN Global Compact.
- **Administrative Tasks:** Manage administrative processes related to Participant companies, including onboarding, renewal of commitments, and updating contact information.
information in the database. Process incoming applications from prospective UN Global Compact participants.

COMPETENCIES

- **Language Skills**: Proficiency in English and Spanish is required. Proficiency in Portuguese would be a plus.
- **Computer/Technical Skills**: Advanced proficiency in MS Office Suite (Microsoft Word, Excel and PowerPoint). Proficiency in Salesforce is a plus. Proficiency in data analysis is a plus.
- **Client Orientation**: Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; Establishes and maintains productive partnerships with clients by gaining their trust and respect; Identifies clients’ needs and matches them to appropriate solutions; Monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problem; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client.
- **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 the audience; Demonstrates openness in sharing information and keeping people informed
- **Planning & Organizing**: Develops clear goals that are consistent with agreed strategies; Identifies priority activities and assignments; adjusts priorities as required; Allocates appropriate amount of time and resources for completing work; Foresees risks and allows for contingencies when planning; Monitors and adjusts plans and actions as necessary; Uses time efficiently.
- **Team Player**: Works collaboratively with colleagues to achieve organizational goals; Solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; Places team agenda before personal agenda; Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

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.

BENEFITS

- Salary Range - $51,000 -$65,000
- 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.
- Paid Parental Leave
- Medical /dental/vision employee coverage

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- **EDUCATION**: A first-level university degree in business administration, management, economics, political science, social science or related field.
- **WORK EXPERIENCE**: Up to three years of experience in sales & marketing, client support, and/or corporate communications.

RECRUITMENT PROCESS

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

- Cover letter
- Resume/ CV
- Applications will be accepted until **12 April 2024**

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.