

Foundation for the Global Compact

Job Opening | Participant Support Associate



Posting Title: Associate, Participant Support – Asia Pacific

Department/Office: Foundation for the Global Compact

Duty Station: New York, NY

POSITION SUMMARY

The Foundation for the Global Compact seeks a proactive and diligent associate to provide exceptional customer support to business and non-business organizations participating in the UN Global Compact initiative. The Associate, Participant Support Asia Pacific will both report to, and work closely with, a Participant Engagement manager and will be responsible for supporting UN Global Compact participant communications and engagement, and will undertake a variety of administrative support duties. By supporting the Participant Engagement team, the Associate will play a key role in advancing the UN Global Compact's goal to mobilize a global movement of responsible companies and organizations to create the world we want.

DUTIES AND RESPONSIBILITIES

The Participant Support Associate Asia Pacific will support the Participant Engagement team within the Outreach and Engagement team. Responsibilities include:

- Deliver timely, proactive, exceptional support that delights UN Global Compact participating organizations
- Process incoming applications from prospective UN Global Compact participants
- Conduct desk research on prospective UN Global Compact participants
- Process ongoing participant support requests/tasks
- Respond to inquiries from participants and general public
- Support accounts receivable processes for the Participant Engagement Team
- Conduct system administration and database upkeep
- Engage in recruitment and retention tasks in support of the Outreach & Engagement team and sub-units
- Assist with administrative tasks such as webinar preparation, taking notes at meetings and other activities
- Perform other duties as assigned.

COMPETENCIES

- **Language Skills:** Proficiency in English is required. Knowledge of a major Asian language is highly preferred. Knowledge of other UN official languages is an plus.
- **Computer/Technical Skills:** Advanced proficiency in MS Office Suite (Microsoft Word, Excel and PowerPoint). Proficiency in Salesforce 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.

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- **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.

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.

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 UNGC4@unglobalcompact.org with the subject heading "Participant Support Associate Asia Pacific":
 1. **Cover Letter** (In your letter please indicate whether you now or in the future will require sponsorship for employment visa status)
 2. **Resume/CV**
- 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 U.S.A.
- The Foundation for the Global Compact does not sponsor work visas
- **Applications will be accepted until 31 January 2020.**