

# Foundation for the Global Compact

Job Opening | Client Engagement Associate



**Posting Title:** Associate, Client Engagement

**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 support to the Client Engagement team. The Associate, Client Engagement will both report to, and work closely with, a Client 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 Client 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 Client Engagement Associate will support the Client Engagement team within the Participant Relations and Fundraising team. Responsibilities include:

- Process incoming applications from prospective UN Global Compact participants
- Respond to inquiries from participants and general public
- Support accounts payable processes for the CE Team, including responding to purchase orders, creating and sending invoices, tracking payments, and issuing receipts and acknowledgements
- Support development and implementation of procedures for the improvement of tools and processes used by the CE team, including the participant database, CRM software (Salesforce), etc.
- Conduct system administration and database upkeep
- Engage in recruitment and retention strategy processes in collaboration with the Participant Relations & Fundraising team and sub-units
- Assist with administration tasks such as webinar preparation, taking notes at meetings and other activities
- Perform other duties as assigned.

## COMPETENCIES

- **Language Skills:** Proficiency in English and Spanish is required. Knowledge of other UN official languages is an advantage.
- **Computer/Technical Skills:** Advanced proficiency in MS Office Suite (Microsoft Word, Excel and PowerPoint)
- **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
- **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; Does not discriminate against any individual or group.
- **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

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informed and anticipate problem; Keeps clients informed of progress or setbacks in projects; Meets timeline for delivery of products or services to client.

- **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.

## EDUCATIONAL AND EXPERIENCE REQUIREMENTS

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

## RECRUITMENT PROCESS

- Please include the following materials in your e-mail submission to [jobs@globalcompactfoundation.org](mailto:jobs@globalcompactfoundation.org) with the subject heading "Client Engagement Associate":
  1. Cover Letter
  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 eligible to work in the U.S.A.

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