



Training Program Coordinator

Job Description

Overview

The Global Sustainable Tourism Council (GSTC) seeks a Training Program Coordinator. This role covers executing various operational and administrative functions of the GSTC Sustainable Tourism Training Program while supporting the GSTC Training Team.

Roles & Responsibilities

The Training Program Coordinator will be key in supporting the GSTC Sustainable Tourism Training Program (STTP) and related Asia-Pacific activities. The position involves operational, administrative, and coordination duties, ensuring the smooth delivery and growth of GSTC's training activities.

Key Responsibilities

1. Training Program Administration & Coordination

- Coordinate day-to-day administration of the STTP, including maintaining training materials, participant lists, survey results, and managing exams/certificates.
- Upload and update training information on the GSTC website.
- Support communications with trainers and participants.

2. Financial & Administrative Support

- Oversee participant bookings and payments, process trainers' invoices/expenses, and maintain organized online filing of records and archives.
- Provide administrative support as needed, including backup support during staff leave.

3. Communications & Promotion

- Support external communications and promotional activities relating to training, including monitoring and replying to inquiries.
- Maintain records of organizational activities.

4. Resource & Database Management

- Manage the inventory of case studies of sustainable tourism practices mapped to GSTC Standards (Industry, Destination, MICE, Attraction, and Food & Beverage Service Providers).
- Maintain and update lists of current and prospective trainers and training partners.

Reporting Relationship

The reporting relationship is to the Training Program Manager.

Qualifications

- ✓ Education: Minimum of a bachelor's degree, preferably in fields related to education, tourism, or relevant professional disciplines.
- ✓ Experience: Minimum of 2 years of working experience in the administration or training-related job.
- ✓ Knowledge: Prefer Tourism or Education, but not required.
- ✓ Technical Skills:
 - Proficient in Microsoft Excel, particularly in organizing data with formulas and functions.
 - Intermediate or higher-level user of MS Office and Google Docs.
 - Excellent data management skills.

- ✓ Language Skills: Proficient in English and *Proficient in additional languages, such as Malay, would be considered advantages.*

Candidates currently residing in Malaysia or Singapore would be a plus.

- ✓ Personal Skills:

- Positive mindset
- Understanding of what the GSTC is, its scope, and what it does
- Strong organizational and time management.
- Attention to detail and ability to multitask.
- Comfortable with working independently and remotely, the GSTC is a “virtual” organization that is truly global.
- Proactive and able to take initiative.
- Experience working in multicultural and multidisciplinary environments.
- Strong problem-solving and critical thinking abilities.
- Comfortable with working across different cultures. Our staff, Directors, Trainers, and volunteers work from various locations worldwide.

Application Procedure

Qualified candidates are invited to submit their CV and a cover letter detailing their motivation for applying and relevant experience to **emily@gstc.org** and **hr@gstc.org** with the title ‘**GSTC Training Program Coordinator | *applicant name***’.

Please do not apply if you do not meet the qualifications. Applications should be submitted **by September 25, 2025.**

[Note: Candidates of interest will be contacted for further information. Compensation will be determined based on the candidate’s qualifications, experience, and geographic location.]