

Job Description:

GSTC Operations Manager

Overview –

The GSTC Operations Manager is responsible for accomplishing a number of operational and administrative functions of the organization.

Roles & Responsibilities -

1. Manage the day-to-day work-flow of applications for GSTC-administered Accreditation of Certification Bodies and GSTC-Recognition of Standards, ensuring that internal deadlines are kept by technical staff within the Secretariat and the Accreditation Panel. This includes the maintenance of a tracking system for applications, and coordinating between the applicants, the Technical Director, the Associate Technical Directors, and the Accreditation Panel.
2. Track renewal dates and other requirements for owners of Recognized Standards and Accredited Certification Bodies; communicate with both groups.
4. Maintain lists of businesses and destinations certified by GSTC-Accredited Certification Bodies (CBs). This includes close work and communication with those CBs.
6. Promote and operate a GSTC Regional Meeting, location and dates of which will be determined a minimum of six months in advance.
7. Provide occasional administrative support to the Accreditation Panel, consisting mostly of forming subgroups of three Panel members for each application received for Recognition of standards and Accreditations.
8. Maintain and lists of active members of Working Groups. Provide support to Working Group Chairs including scheduling meetings and maintaining records of decisions taken.
9. Miscellaneous other administrative duties shared with and under the direction of the General Manager, including monitoring and replying received inquiries, maintaining records and archives of organizational activities, generating invoices, etc.

10. Project-manage the development and launch of a Spanish-language version of the GSTC website.

11. Provide backup support to essential duties of the General Manager and CEO during his/her personal leaves.

Reporting Relationship -

Reporting relationship is to the General Manager.

Essential Qualifications

- Bachelor's degree or higher
- 2 years minimum professional work experience in some element of sustainable tourism
- Sound understanding of what the GSTC is, its scope, and what it does ([GSTC website](http://www.gstcouncil.org))
- Comfortable with working independently and remotely, the GSTC is a "virtual" organization and truly global
- Comfortable with working across different cultures. Our staff, Country Representatives, Board members, Working Group and Committee members, and volunteers work from various locations around the world
- Language skills: professional grade written and spoken English is required; preference given to candidates with professional grade Spanish
- Personal skills: strong organizational and interpersonal skills
- Software skills: intermediate or higher level user of MS Excel and Word, with proven ability to quickly learn various software applications

Desirable Qualifications

- Language skills: preference given to candidates with professional grade Spanish

- Personal skills: strong organizational and interpersonal skills
- Software skills: WordPress, Salesforce

Application Procedure:

Qualified candidates are invited to submit their CV plus a letter stating their motivation, interest, and how they plan to contribute to the GSTC to GSTC CEO Mr. Randy Durband at ceo@gstcouncil.org and GSTC General Manager Mr. Roi Ariel at roi@gstcouncil.org.

Candidates of interest will be contacted for further information and will be informed of the compensation package. Applications should be submitted by 22 January 2018.