



GSTC Auditor Training Program Manager

- Job Description-

Overview

The Global Sustainable Tourism Council (GSTC) is seeking a dedicated Auditor Training Program Manager administration of GSTC's auditor training program. This role covers a wide range of duties, from establishing training plans and organizing training sessions, to managing the auditor qualification process, scheduling, evaluation, and deriving insights for the ongoing development of the global GSTC Certification auditor pool. The Manager will also play a key role in improving operational systems and enhancing the overall efficiency of the program.

Roles & Responsibilities

Ensure that the auditor qualification process is carried out rigorously and fairly, in strict accordance with established rules, thereby safeguarding the credibility and quality of GSTC Certification; and contribute to securing an adequate pool of qualified auditors, ensuring that GSTC-accredited certification bodies are not hindered in providing certification services.

1. Address general inquiries from stakeholders related to the auditor training program.
2. Plan, schedule, and organize auditor training programs.
3. Manage and oversee the auditor qualification process.
4. Coordinate and evaluate auditor written exams and field evaluation (mock-audit) reports.
5. Develop and organize refresher training programs to keep auditors current with GSTC Standard and GSTC Certification requirements.
6. Monitor and maintain the auditor pool to ensure sufficient qualified auditors are available for the expanding certification market.
7. Continuously improve operational systems to enhance the efficiency and effectiveness of the training program.
8. Produce an annual global auditor insight report, analyzing trends and identifying areas for capacity development.

Reporting Relationship

The reporting relationship is to the GSTC Chief Assurance Officer.

Qualifications:

- ✓ Education: Minimum of a bachelor's degree. A background in tourism, sustainability, environmental sciences, or a related field is considered an advantage.
- ✓ Experience:
 - Minimum of 3 years of experience in website management, CRM administration, or IT project management. Experience with NGOs is a plus
 - Experience in administering ISO-based auditor training or international sustainable tourism certification auditor training is considered an advantage.
 - Experience in administering any types of training programs or academic experience in teaching and grading students.
- ✓ Knowledge:
 - Strong understanding of GSTC Standards and the GSTC Certification process.
 - Completion of ISO-based auditor training (such as ISO 9001, ISO 14001, or equivalent ISO certification schemes).
 - Attendance in one of the training programs organized by GSTC (successful completion of the GSTC Auditor Training qualification is highly valued)
- ✓ Technical Skills:
 - Proficiency in Microsoft Excel, especially in organizing data using formulas and functions.
 - Excellent data management skill.
- ✓ Language Skills: Fluency in spoken and written English at a professional level.
- ✓ Personal Skills:
 - Strong organizational and time management.
 - Attention to detail.
 - Ability to work independently and with discipline in a remote work environment.
 - Experience working in multicultural and multidisciplinary environments.
 - Strong problem-solving and critical thinking abilities.
 - Effective communication and collaboration skills across diverse teams and stakeholders.

Note: Residency in Korea, Japan, or Taiwan is considered an advantage. Proficiency in Korean, Japanese, or Mandarin is also highly valued.

Application Procedure

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

Please do not apply if you do not meet the qualifications. Applications should be submitted **by 15th May, 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.