



GSTC Assurance Operations Coordinator

- Job Description -

Overview

The Global Sustainable Tourism Council (GSTC) seeks an Assurance Operations Coordinator. The Assurance Operations Coordinator provides operational and administrative support to GSTC's Accreditation Division and Auditor Training Program. The role ensures smooth coordination of day-to-day operations, document management, communication with stakeholders, and logistical support for accreditation and training activities.

Roles & Responsibilities

The Coordinator plays a key role in maintaining efficient workflows within the division, supporting accreditation processes, assisting in training arrangements and exam process management, and ensuring compliance with GSTC's established procedures.

Key Responsibilities

1. Accreditation Operations Support

- Manage the application and the process for the initial and renewal accreditation process.
- Support the coordination of accreditation assessments and related documentation.
- Maintain and update accreditation records, reports, and databases.
- Facilitate communication with certification bodies and assessors.
- Assist in scheduling, logistics, and document handling for assessments, meetings, and follow-up actions.
- Support the improvement of operational procedures and document management systems within the division.

- Miscellaneous other duties shared with and under the direction of the Operations Team Head and Chief Assurance Officer(CAO).

2. Auditor Training Management Support

- Provide administrative support for organizing, scheduling, and managing the training program.
- Handle registration, participant communications, and payment tracking.
- Coordinate logistics and documentation for written exams and mock audit report evaluations.
- Maintain records of auditor qualifications
- Assist in reporting and data analysis of the results of auditor training.
- Contribute to the continuous improvement of training operations and communication materials.
- Miscellaneous other duties shared with and under the direction of the Auditor Training Manager and CAO.

Reporting Relationship

Reporting to the Operations Team Head and the Auditor Training Program Manager.

Qualifications

✓ Education:

- Minimum of a bachelor's degree.
- A background in tourism, sustainability, environmental sciences, or a related field is considered an advantage.

✓ Core Knowledge & Skills Requirements

- Prior experience in operational coordination, program administration, or training support.
- Familiarity with ISO-based systems or certification processes is an asset.
- Proficiency in Microsoft Excel and strong general data management skills.
- Experience in certification and/or accreditation operations is a plus.
- Attendance in one of the GSTC Training programs is a plus.

✓ Language Skills

- Excellent written and verbal communication skills in English.

Residency in the Asian region is preferred.

✓ Personal Skills

- Strong organizational and multitasking abilities.
- High attention to detail and accountability.
- Capacity to work independently and manage time effectively in a remote environment.
- Strong interpersonal and cross-cultural communication skills.
- Proactive attitude and problem-solving mindset.

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 Assurance Operations Coordinator | *applicant name***'.

Please do not apply if you do not meet the qualifications. Applications should be submitted **by November 21, 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.]