Job Title: Certification Coordinator  
Location: Asia – Remote  
Level: Independent Contractor

To be considered for this opportunity, please click here: Apply Here

Main Purpose of the job: A member of the WEConnect International team with responsibilities related to certification of women-owned businesses globally and WECommunity (private online database-SAP Ariba platform); providing day-to day customer support; document trends, suggest improvements and best practices, and responding to system and process inquiries.

Reporting to: WEConnect International Certification Manager

Organization Information: WEConnect International, a corporate-led global non-profit, helps build sustainable communities by empowering women business owners to succeed in local and global markets. WEConnect International has since 2009 provided business education, certification, and business connections to companies based outside the United States that are at least 51% owned, managed, and controlled by one or more women. WEConnect International upholds the global standards for women business enterprises certification of ownership, management, and control, with the assistance of local assessors trained to evaluate if a company is at 51% owned by one or more women.

Job Overview: The position requires that the individual is mission-focused, collaborative, a strong team player, looks for ways of how to strengthen the team environment and support colleagues, creative, self-motivated, open to change, and process minded. The individual should have strong communication skills and be able to adjust to the different requirements and cultural conditions of the diverse operating environments. The Certification Coordinator person provides support across 50+ countries and needs to understand and be flexible to international working hours and cultural differences.

Job Responsibilities: Reports to and takes directions for day-to-day work from the Certification Manager to ensure efficient and effective customer service delivery.

- Assist customers and team members via incoming calls, voicemails, emails, and other communication methods.
- Provide technical support and status updates for all Women Owned Businesses
  - Support the Certification Team to implement and monitor protocols related to the registration and certification process for Women Owned Businesses (WOBs) and Women Business Enterprises (WBES)
- Become expert of the end-user platform to advise on best practices for customer support.
- Advise the Certification Manager, Chief Strategy Officer, and Chief Operating Officer in the evaluation of current processes, points of improvement and roadmap for more effective delivery of services.
- Support the Certification & Registration Process
• Work collaboratively with the Certification and Training teams, as well as the entire WEConnect International Organization
• Communicate a clear and thorough understanding of WEConnect International’s Certification and Self-Registration offerings.
• Route special inquiries to appropriate members of the WEConnect International team for response
• Identify, track, and validate payments from multiple sources.
• Manage and track the utilization and licensing of the Women Owned Logo
• Collaborate with multiple program teams to stay informed of all new and ongoing developments and projects.
• Undertake any other duties which may from time to time be required; this job description is not intended to be either prescriptive or exhaustive but is issued as a general guideline to the main areas of responsibilities.

Key Qualifications:
• Bachelor’s degree with 3+ years of experience in supporting and managing customer service delivery.
• Consultant and business process improvement mindset
• Extremely detailed oriented and organized.
• Ability to respond to emails and phone messages within 24 hours (except weekends)
• Excellent at prioritizing tasks and flexibility to reprioritize as needed.
• Excellent writing skills, drafting emails and communications.
• Adept at following procedures and contributing to reports.
• Must demonstrate organizational skills.
• Knowledge of SAP Ariba system a plus
• Express empathy and emotional intelligence with women business owners
• Patience and excellent verbal and written communication skills to be able to address concerns and questions of various stakeholders.
• Excellent understanding of Excel for tracking, prioritizing, and reporting
• Ability to work independently and as a part of a team.
• Demonstrate effective research and data analytic skills.
• A ‘self-starter’ with excellent motivating skills, enthusiasm and vision and a willingness to
• Think big and encourage the team to develop new approaches to overcome challenges.
• Sound judgment and good political skills and a flexible approach to work
• Fluency in English required and knowledge of other languages and work experience in other countries and cultures preferred.
• Multilingual