



SUSTAINCERT

USER-CENTRIC IMPACT ASSESSMENT

JOB DESCRIPTION WORKFLOW & PROCESS OFFICER

December 2020



1. ABOUT THE POSITION

Founded in 2018, SustainCERT offers simple, tech-driven solutions for verifying impacts in climate protection, supply chains, and investment products. We are the official certification body for Gold Standard for the Global Goals, the most credible and robust standard for measuring, reporting and verifying climate and development impacts. In collaboration with the Gold Standard Foundation, SustainCERT launched the [Value Chain Certification](#) solution late 2018 which has now become the benchmark framework for intervention level Greenhouse Gas (GHG) Scope 3 accounting in corporate agriculture value chains.

SustainCERT is using technology to drive a digital optimisation of certification processes in carbon markets and value chain solutions with the goal to become the leading provider of digital climate certification solutions by 2030. To accelerate its growth and finance the transition to a software as a service company, SustainCERT is currently raising its series-A with an expected close in Q1 2021.

Reporting to Operations, the Workflow and Process Officer will be responsible for the analysis, the formalization and the organization of priority processes, the delivery of SustainCERT User's handbooks, the interface with different production teams and the follow-up of the implementation of the ad-hoc processes.

The Workflow and Process Officer will work very closely with other functional team leaders, mainly the Head of Commercial and the Head of Research and Innovations. This is a tremendous opportunity for a seasoned specialist to maximize and strengthen the internal capacity of a fast moving, high-impact organization.

SustainCERT is incorporated in Luxembourg, but this position is ideally located in the Netherlands (Amsterdam).

2. PRIMARY RESPONSIBILITIES AND TASKS

Key Responsibilities

- Take-over ownership of the different workflows already in place
- Analyse and make decisions on critical steps
- Develop and maintain a complete process mapping by workflow
- Create, develop and update processes documentation
- Ensure involvement of users throughout the processes
- Help continuously improve process routines with new ideas and inputs
- Contribute to improvement of quality and efficiency of assigned tasks and processes
- Recognise and escalate problems in order to avoid recurrences in the future
- Provide strategic recommendations on workflow softwares for future implementation

3. QUALIFICATIONS

- At least 3 to 5 years in workflow process implementation, ideally within Total Quality Management approach (eg. DMAIC)



- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of team members
- Personal qualities of integrity, credibility, and dedication to combatting climate change
- Strong team player
- Excellent communication and interpersonal skills
- Ability to work independently and on own initiative
- Minimum of a BA, with a related graduate degree preferred

4. APPLICATION DEADLINE

Please send a cover letter and resume to recruitment@sustain-cert.com. The position will remain open until a suitable candidate is found. Candidates selected for a first-round interview will be notified by email. Please note that we will not notify candidates who are not selected for an interview.

Full time position, 6 months assignment with possible renewal