



Job Opening

Officer (Dispute Resolution) (m/f) Quality Assurance Unit

Mission Statement / Objectives of the Function:

The Officer (Dispute Resolution) supports the work in the Dispute Resolution Program of the Quality Assurance Unit (QAU) in relation to administration, communication, research, monitoring, and procedure development.

Main Roles and Responsibilities:

- To support the resolution of complaints about FSC certification worldwide and to provide administrative support to the Dispute Resolution System (DRS) as needed.
- To provide project management support for the resolution of disputes filed to FSC by analyzing cases, liaising with the parties and consulting with relevant FSC experts.
- To manage, administer and keep records of the cases brought to the attention of FSC International.
- To support communications and the interaction between the Communications Unit and the FSC Dispute Resolution System.
- To support the resolution of disputes related to the FSC Policy for Association by providing administrative support to complaints panels and liaising with relevant FSC experts to answer technical questions.
- To keep content related to FSC disputes on the FSC website up-to-date.
- To provide project management and administrative support to consultations about the revision of DRS documents.
- To make tracking summaries of selected key cases as needed and appropriate.
- To handle information requests by stakeholders and third parties.
- To screen publicly available information and highlight articles or reports about controversial FSC certificates.
- Additional tasks as agreed with the Program Manager (Dispute Resolution).

Execution of Discretionary Power:

The position does not include any signing authority.

Functional Attribution to Organizational Unit:

- Formal reporting: The Officer (Dispute Resolution) reports to the Program Manager (Dispute Resolution).
- Functional reporting: The Officer (Dispute Resolution) reports to the Manager (Dispute Resolution).
- Formal and functional supervision of staff: The Officer (Dispute Resolution) supervises no staff.



Qualification, Experience and Skills:

The successful candidate demonstrates the following key competencies and qualities:

- Education and Training: University or technical college degree in a relevant field (e.g. environmental management, international relations, social sciences, business administration, natural resource management).
- Working experience:
 - At least 2 years of work experience in one or more of the following areas: crisis communications, conflict management, certification (standard development, auditing), natural resource management, CSR.
 - Basic project management experience.
 - A strong sense for diligence and accuracy.
 - Good time management skills: Ability to perform well while handling simultaneously a number of functions.
 - Experience with stakeholder engagement in complex technical issues is an asset.
- Languages:
 - Fluency in English (spoken and written) is required.
 - Fluency in French is a plus.
 - Knowledge of Bahasa Indonesia, Portuguese or Spanish is a plus.
- Computer skills:
 - Good computer skills, including the use of standard office software (Microsoft Word, Excel, PowerPoint, Outlook) and database management platforms.
 - Experience with Content Management Systems is a plus.
- Communication Skills:
 - Exemplary verbal and written communication skills.
 - Ability to establish and maintain positive interpersonal relations.
- Others:
 - Experience in working in a multi-cultural, multi-lingual, global team.
 - Experience in working in / with an NGO or Non-Profit Organization.
 - Commitment to FSC's mission and values.
 - Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the FSC program by stakeholders around the world.
 - Basic understanding of the scope of FSC's programs and activities.
 - Ability to represent FSC through his/her work with exemplary personal and professional authority and conduct.



Terms and Conditions:

Location: Bonn, Germany.

Working Hours: Full time - 40 hours per week.

Duration of Employment: Temporary contract - 2 years (extension possible).

Starting Date: As soon as possible.

How to Apply:

Please send your motivation letter (including your net salary expectation) and your CV in English as email attachments to Recruitment_2017_01@fsc.org

Please do not send any photos and make sure to insert “**Officer (Dispute Resolution) (m/f) 2017**” in the subject line of your email. The deadline for applications is 12 February 2017.

We will confirm receipt of your application. However, only candidates shortlisted for an interview will be further contacted and will receive notice of the final outcome of the selection process. Should you not receive a confirmation of receipt please check your spam filter. If you cannot find it there contact us at Recruitment@fsc.org

We are looking forward to receiving your application!

The FSC HR Team