1. Background

FIDIC is the umbrella body representing the business interests of the global consulting engineering industry. Its membership consists of over 100 member associations (MA) countries that represent over one million engineering professionals and 40,000 firms worldwide.

FIDIC was formed in 1913 and is governed by elected board of directors, operationally led by a focused team based at the FIDIC HQ Office in Geneva, Switzerland under the leadership of the Chief Executive Officer and an operational executive team.

FIDIC operates through five geographical regions namely, Europe (EFCA), Africa (GAMA), Asia Pacific (ASPAC), Latin America (FEPAC) and North American (USA & Canada) groups. Full details of FIDIC’s governance structure and activities are available on www.fidic.org.

FIDIC Credentialing Limited (FCL) is a subsidiary of FIDIC. FCL was created to set certification standards, develop, and administer examinations, award certification and recertifications to individuals who have met the standards of our certification programmes. Full details of FCL governance structure, programmes and activities are available at https://fcl.fidic.org/.

With the growing demands for expansion of its commercial activities globally, FCL is looking for an experienced and results-driven Certification Assistant to join our team. In this role, you will report to FCL General Manager and to the Corporate Development Executive. You will be responsible for providing administrative support, managing external communications, and implementing digital marketing strategies for FCL’s marketing outreach projects, which would help to promote the company’s certification of persons activities.

2. Core activities

The ability to effectively communicate is considered a core aspect of FCL’s work and future success. As a member of the team, you will play an integral role in implementing and achieving our business goals and objectives. This could be a full-time or part-time role as a permanent / temporary position for a consultant/intern and/or other. You will be engaged to undertake the following core activities:

a. **GENERAL ADMINISTRATION**: Provide administrative support for daily office tasks.

b. **PROGRAMME IMPLEMENTATION**: Assist in implementing general tasks for the delivery of our certification programme activities worldwide.
c. **COMMUNICATIONS AND DIGITAL MARKETING**: Assist in promoting good customer and stakeholder relations. Plan and implement social media and digital marketing strategies for the certification programmes.

   d. **DATA MANAGEMENT**: Manage the events schedule, perform general office support and update corporate documents and databases when required.

3. **Summary of responsibilities**

   Your responsibilities will include, but are not limited to, those mentioned below:

   - **Emails and correspondence**:
     - Provide administrative and communications support.
     - Maintain good customer relations through effective and timely correspondence with external partners, service providers, candidates and other third parties.

   - **Documents drafting**:
     - Assist with the preparation and taking of minutes, summaries and general information management.
     - Manage and draft other internal administrative documents.
     - Maintain general client and programme management databases and systems.

   - **Events planning**:
     - Organize and coordinate meetings and events relating to FCL.
     - Provide administrative support for meetings, conferences and other events.

   - **Social media and digital marketing**:
     - Assist with the planning and implementation of online marketing strategies to promote events and activities.
     - Implement digital marketing strategies and the online promotion of the certification programmes, while also working closely with the group’s communications team.
     - Support promotion strategies to better enhance profitability and success of the certification programmes and affiliated initiatives.
     - Act responsibly in using or updating the FCL’s digital marketing platforms and social media platforms.

   - **Certificate holders management**:
     - Assist with the issuance of certificates to candidates and provide comprehensive follow-up to correspondence.
     - Liaise with certificate holders for the implementation of the Monitoring and Recertification Procedures.

   - **Other general administrative assistance**:
     - Provide back-office support on other matters relating to the delivery of FCL’s certification programmes and its data management.
- Assist in maintaining a filing system for the operational management of FCL.
- Work internally with relevant staff to help plan and coordinate business services for third parties already participating or interested in participating in the certification programmes.

4. Personal specifications

- At least five years’ experience of working in certification, training, education or business development, ideally for the consultancy, engineering, construction, or other related industry.
- Excellent customer services management and commercial/corporate promotions skills.
- Excellent English writing and editing skills, with the ability to deliver work to a high standard of accuracy and while working to meet tight deadlines. A French / Spanish/ bilingual / multilingual speaker would be desirable.
- Good knowledge of digital marketing channels, in particular social media, as well as of any online marketing tools.
- Good working knowledge of meeting/conference software such as Zoom, Teams or other similar platforms and experience working with stakeholders from different time zones.
- Proven ability to work effectively with a wide range of stakeholders.
- Experience or awareness of certification programmes, in particular ISO 17024 accredited.
- BA degree in business administration, Law, or equivalent practical experience.
- Critical thinker and problem-solving skills.
- Good team player and effective time management skills. Ability to prioritise workload, work to tight deadlines and manage multiple tasks.
- Great interpersonal and communication skills and an ability to work in an international environment.
- Tactful and adaptable to work irregular hours when required.
- Attention to detail, diligent and accurate in the production of summaries and related documentation.

5. How to Apply

- Interested candidates should apply to the FIDIC group Chief Executive Officer with a one-page covering letter and a maximum 2-page CV, setting out how their capabilities match the core activities and responsibilities set out above.
- All applications must be addressed to the FIDIC CEO and mailed to the FIDIC Office Manager, Ulrike Schiefer, at uschiefer@fidic.org by the closing date of 31 July 2021.