

**Vacancy:
Assessor for the GSTC Accreditation program**

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Accreditation Services International GmbH (ASI) is the global company that assures the integrity of leading sustainability standards. ASI offers third-party accreditation for voluntary certification schemes, e.g. the Forest Stewardship Council, the Marine Stewardship Council, the Aquaculture Stewardship Council, the Roundtable on Sustainable Palm Oil, the Roundtable on Sustainable Biomaterials, the Sustainable Biomass Partnership, and the Global Sustainable Tourism Council. ASI is headquartered in Bonn, Germany with a regional office in Kuala Lumpur, Malaysia.

ASI does not certify individual producers, processors or suppliers; it oversees the certification processes and documentation of accredited Conformity Assessment Bodies (CABs) and ensures that their policies and practices are adequate, transparent, fair and rigorous.

Job Purpose

The ASI Assessor for the Global Sustainable Tourism Council (GSTC) program will be responsible for the planning and conduct of assessments for the GSTC accreditation program.

Assessors play an essential role in ensuring the robustness and credibility of the GSTC accreditation program by evaluating conformity of certification bodies.

The position provides an opportunity for intellectually challenging and stimulating work on a variety of activities covering interaction with the GSTC, scheduling assessments, customer management with CABs, conducting GSTC accreditation assessments, managing incidents and complaints, etc.

Responsibilities

- Planning, performing and following-up on ASI assessments of applicant and accredited CABs, conducted in accordance with the requirements of GSTC.
- Planning and performing surveillance assessments.
- Creating and maintaining strong, trusting relations with CABs so that problems can be quickly and easily resolved.
- Preparing assessment reports and following up on nonconformities according to accreditation standards and ASI procedures.
- Commenting on policy and procedure development processes as necessary.
- Providing technical support on issues relating to complaints, appeals and stakeholder concerns.
- Being in close contact with other ASI team members, such as Accreditation Program Officers, Quality Manager, Assessors and trainees, to ensure that accreditation programs, ASI and other related requirements are fully and consistently implemented throughout the program.

ASI – Accreditation Services International GmbH

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Competencies and Skills

- Professionalism: Expert knowledge in tourism and hospitality sector, including hotels, tour operators, destination and related services. Expert knowledge in accreditation and/or certification in the field of tourism is essential.
- Communication: Excellent communication skills in English are essential and fluency in at least one further language desired (i.e. Spanish, French, Mandarin, German, Dutch or Russian).
- Client orientation: Ability to communicate well with clients as well as establish and maintain effective relationships.
- Management: Demonstrated ability to manage priorities and generate quality results on concurrent assignments.
- Organisational and personal attributes: Excellent self-organisational and work planning skills, demonstrating high productivity and ability to manage competing work priorities; high personal and work ethics; and a successful record of project development and management. Solutions-oriented approach to working with clients and within the team. Proven ability to plan and organize work independently, and meet deadlines.
- Teamwork: Good interpersonal skills, demonstrated ability to work in a multicultural, multi-ethnic environment and to maintain effective working relations with people of different national and cultural backgrounds. Ability to work successfully as part of a team is essential.
- Auditing Skills: Have appropriate personal attributes as defined in ISO 19011. Quality-related methods and techniques including quality management tools, social responsibility and environmental management methods and techniques and their application.
- Analytical Skills: Well-developed analytical and systematic problem solving skills, demonstrating sound reasoning abilities and logical decision-making.
- Business acumen: Ability to understand the costs of the accreditation program and carry out cost-effective program coordination.
- International relations: Ability to work in the international arena, and deal with other international organisations. A significant amount of international travel is required.
- Relationship Management: Interpersonal skills to deal effectively with the auditing and program coordination role and remain professional when there are stakeholder concerns, complaints and / or conflicts of interest.

Qualification and work experience

- Advanced university degree in tourism or other related degree. A combination of relevant academic qualifications and extensive professional experience may be accepted in lieu of an advanced university degree;
- 5 or more years of professional work experience in the tourism sector and / or professional work experience in certification and/ or accreditation, preferable for sustainability standards;
- Background knowledge in quality and/or environmental management systems, social



auditing, conformity assessments (ISO 9001, ISO 14001, ISO 19011, SA8000, ISO 17065, ISO 50001 and ISO 26000) is recommended;

- ISO Lead Assessor qualification or equivalent preferred.
- Advanced skills in the use of computers, including the use of standard MS Office applications. Proficient and competent use of electronic information systems and databases.
- Experience of work in a multicultural and multidisciplinary environment is desirable.

Working Conditions

ASI is looking for the appointee to join our team on a subcontract basis and home based. Depending on experience, an initial training period may require a stay of up to 1 month in our office in Bonn. Thereafter, the location is flexible.

International travel will be a necessary part of the position.

ASI is an equal opportunity employer and does not discriminate on the basis of gender, nationality, ethnicity, or religion

How to apply:

All applications including full CV/resume and a motivation letter should be sent to hr@accreditation-services.com.

- Please provide the contact details of two individuals that would be able to provide references. ASI reserves the right to the contact these individuals directly.
- Please provide an indication of an expected daily rate for subcontractor services as ASI program coordinator.

Only candidates selected for an interview will be contacted. The successful applicant will be expected to start as soon as possible.

The deadline for sending applications is 30 November 2017

