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 at www.fidic.org.

FIDIC Credentialing Limited (FCL) is a subsidiary of FIDIC. FCL was created to set certification standards, develop, and administer examinations, and 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 Coordinator to join our team. In this role, you will report to the FCL General Manager and to the Senior Corporate Development Executive. You will be responsible for dealing with all aspects related to one or more certification programmes, offered globally. This can be a remote/hybrid role on a full-time or part-time basis, within Europe to keep a greater degree of time zone consistency with FIDIC’s headquarters based in Geneva, Switzerland with the requirement of a monthly working visit to the HQ in Geneva, Switzerland.

2. Core activities

As a member of the team, you will play an integral role in implementing and achieving our business goals and objectives. You will be engaged to undertake the following core activities:

a. PROGRAMME IMPLEMENTATION: Assist in implementing general tasks for the delivery of our certification programme activities worldwide.

b. COMMUNICATIONS: Assist in promoting good customer and stakeholder relations, planning and implementation of social media and digital marketing strategies for the certification programmes.

c. DATA MANAGEMENT: Manage the events schedule, perform general office support and update corporate documents and databases when required.
d. **GENERAL ADMINISTRATION**: Provide administrative support for daily office tasks.

e. Support the delivery of FIDIC/FCL’s strategic objectives.

### 3. Summary of responsibilities

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

- **Candidate management**:
  - Manage communications with interested candidates for certification programmes and provide comprehensive follow-up on the correspondence received.
  - Review applications and follow up with candidates.
  - Manage payments related to candidates’ submissions and their participation in the exams.
  - Assist with the administrative procedures relating to certificate issuance to successful candidates and with any updates which relate to their certification, including listings.
  - Liaise with certificate holders for the implementation of the monitoring and recertification procedures and the review of candidates’ submissions.
  - Update general candidate and programme management databases.

- **Exams management**
  - Assist in the development of the yearly exam schedule.
  - Update the online examination software with candidates’ data and examination materials.
  - Update the online invigilation software with candidates’ data and assist candidates on all queries relating to the scheduling of their exams.
  - Assist with the compilation and review of candidates’ results.
  - Assist with the issuance of digital certificates and badges to candidates.

- **Committees’ management**:
  - Organise and coordinate committee meetings relating to one or more certification programmes.
  - Assist in the preparation of agendas, minutes of meetings, summaries and reports.
  - Liaise with committee members for the regular update of the required documentation, according to the internal Quality Management System.

- **Marketing support**:
  - Assist with the planning, preparation and implementation of online marketing strategies to promote FCL events and certification activities.
  - Support promotion strategies to better enhance profitability and success of the certification programmes and affiliated initiatives.
  - Provide support for promotional meetings, conferences, and other events.

- **Other general administrative assistance**:
  - Provide back-office support on all matters relating to the delivery of FCL’s certification programmes.
  - Assist in maintaining a filing system for the operational management of FCL.
- Manage, maintain, and draft administrative documents according to the internal Quality Management System procedures.
- 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.
- Provide ad-hoc support for FIDIC Group’s initiatives.

4. Person specification
   - At least five years’ experience in a similar role, ideally in the certification, training, or education industry.
   - Experience with implementing global certification programmes, in particular ISO 17024 accredited, would be desirable.
   - Relevant degree or equivalent practical work experience.
   - Excellent customer services management and commercial/corporate administration skills.
   - Excellent written English and editing skills. A bilingual/multilingual speaker or professional working knowledge of other languages would be desirable.
   - Ability to deliver work to a high standard of accuracy while working to meet tight deadlines, manage multiple tasks and prioritize workload.
   - Attention to detail, organised, diligent and accurate in the production of summaries and related documentation.
   - Tech savvy, with advanced knowledge of Microsoft Office suite and good working knowledge of meeting/conference software such as Zoom, Teams or other similar platforms.
   - Proven ability to work effectively with a wide range of stakeholders from different time zones.
   - Critical thinker, self-starter and problem-solving skills.
   - Good team player, great interpersonal and communication skills, and an ability to work in an international environment.
   - Tactful and adaptable to working irregular hours when required.
   - Flexible with a willingness to support team objectives.

5. How to apply
   - Interested candidates should apply to the FIDIC Group Chief Executive Officer with a one-page covering letter and a 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 17 October 2022.