



Home of Fair Trade Enterprises

Job Description: Membership & Monitoring Officer World Fair Trade Organization (WFTO)

Reports to: Guarantee System Manager.

Contract: 36 hours/week. 1-year contract with possibility of extension.

Remuneration: EUR 2,150 gross, full-time 36 hours/week plus 8% holiday allowance and additional salary of a fixed 13th month

Location: WFTO Office, in Culemborg, the Netherlands (working language is English).

Start Date: To start as soon as possible

OVERVIEW

- Working in the Membership & Monitoring Team
- Supporting Fair Trade Enterprises in meeting their monitoring requirements
- Global role, regularly engaged with people from across the world
- Working on a range of projects that support Fair Trade Enterprises

BACKGROUND

The WFTO is the global community and verifier of social enterprises that fully practice Fair Trade. Spread across 76 countries, WFTO members all exist to serve marginalised communities. To be a WFTO member, an enterprise or organisation must demonstrate they put people and planet first in everything they do.

POSITION SUMMARY

The Membership & Monitoring Officer will join the WFTO team under the Guarantee System Manager. S/he will be tasked with providing assistance in all areas contributing to the WFTO Guarantee System and membership in general, ranging from supporting applicants, working with members to meet their monitoring requirements to administration of membership fees. The Membership & Monitoring Officer will support English and Spanish speaking members.

MAIN TASKS and RESPONSIBILITIES

Main tasks will include (assisting in) the following:

Membership

- Being the first point of contact for inquiries of prospective members
- Assisting applicants during the application process and process membership applications
- Responding to queries from members on all issues concerning membership
- Ensuring membership information is up to date and report to regional office

Monitoring

- Supporting members in meeting monitoring requirements, this includes
 - Providing information on upcoming deadlines
 - Answering queries about forms
 - Contact with auditors to set up audits etc.

- Reviewing and assessing Self Assessment and Peer Visit Reports
- Contacting and arranging audits for the external visit of members
- Reporting

Administration

- Prepare and implement membership fee collection, this includes
 - Creating membership fee invoices
 - Processing incoming fees - updating the financial database, sending receipts
 - Contacting members about their debts and updating the debtors list
 - Compiling monthly membership fee reports based on analyses

The officer may be expected to perform additional tasks to support other staff members within the framework of the employment contract.

KEY COMPETENCIES and PERSONAL ATTRIBUTES

Essential

- Bachelor degree OR relevant vocational training (MBO).
- Strong administrative skills combined with an organised and methodical approach to work;
- Fluency in spoken and written English and Spanish.
- Attention to detail and able to meet deadlines.
- Strong communication and inter-personal skills, with ability to communicate effectively orally and in writing with all levels of employees and members, using tact and diplomacy.
- Strong sense of initiative, and ability to anticipate needs and proactively problem-solve using sound judgement.
- Ability to handle confidential and sensitive information.
- Integrity, the ability to juggle competing priorities, multitask and perform well under pressure.
- The ability and mind set to work well with others, namely from different cultural backgrounds.
- Strong IT Skills, including MS Office (Word, Excel, Power Point, Access) or equivalent, and Google Apps.

APPLICATION and DEADLINE

Those interested in this position should email their cover letter and CV, in English, to tamara@wfto.com no later than the 31th May 2022. Candidates are requested to inform if they have the right to work in the Netherlands.

**Due to privacy requirements and regulations, all CVs and application letters will be deleted within 3 months of the application*