

**Vacancy: EAZA Accreditation Coordinator (Focus: New Members)**

Location: Amsterdam

Deadline: 31 March 2024

Founded in 1992, EAZA ([www.eaza.net](http://www.eaza.net)) is the world's largest regional zoo and aquarium association. Driven by our vision "*Progressive zoos and aquariums saving species together with you*", we enable the collaboration of more than 400 Members (zoos and aquariums, national zoo federations and other organisations) in 47 countries, including 25 EU Member States, in the areas of animal population management, animal welfare, conservation, education and research.

The day-to-day work of the Association is managed by the EAZA Executive Office (EEO), with a dedicated team of around thirty staff members. Our main office is in Amsterdam with a satellite office in Brussels and other EEO Team Members located in EAZA Member facilities around Europe. We are a passionate, international team that cares deeply about our work and are committed to conservation, animal welfare and the development of zoos and aquariums across the world.

## Job Description

As Accreditation Coordinator (Focus: New Members) you are a vital member of the Member Development Team and will provide a positive and professional first contact for potential institutional and associate members. Your communication with potential new members is positive and professional. You will ensure that potential new members are well communicated to, administration of their onboarding, applications are reviewed in a timely manner and accreditation screenings carried out within agreed upon timelines. You will act as liaison to the Technical Assistance Committee and you ensure that the EEO team are supported in their use of the Customer Relations Management system and make sure that data is clean and up to date as much as possible. You will also have primary responsibility for the EAZA complaints process.

## Duties and Responsibilities

### Facilitating the New Member Application process

- Review new membership applications in institutional and associate categories and oversee and administer EAZA Accreditation Programme screenings for new Member applicants;
- Organise and administer agreed numbers of screening missions per year: Making travel bookings, creating detailed schedules, communicating with facility, screeners and other rapporteurs, managing reimbursement requests and post-screening 'grace period' follow up for existing Members (interim reports, screener input);
- Organise, administer and act as rapporteur on site for approximately nine (9) screening missions per year, with a focus on New Members, including making travel bookings, creating detailed schedules, communicating with facility, screeners and rapporteurs, and managing reimbursement requests;
- Coordinate administrative and liaison work for Temporary Members of EAZA, including managing progress reports and re-screening missions as required and in cooperation with other accreditation coordinators;
- Assist in maintaining a panel of Accreditation screeners from the membership in conjunction with other members of the Accreditation team;
- Assist in data extraction and management for analysis and administration of the Accreditation programme.

- Collate and organise screening documentation for delivery to the Membership and Ethics Committee on agreed upon timetables;
- Coordinate administrative and liaison work for Temporary Members of EAZA, including managing progress reports and re-screening missions as required, and providing updates to the Membership and Ethics Committee;
- Maintain an overview of accreditation of all existing Members in conjunction with other members of the Accreditation team; Assist in data extraction and management for analysis and administration of the Accreditation programme;
- Data entry and management of membership related information in the Customer Relations Management system;

### **Liaison for the Technical Assistance Committee**

- Coordinate activities for Candidates for Membership and mentored Temporary Member institutions
- Supporting mentors and facilitate mentor activities
- Coordinate the development and implementation of the Technical Assistance Committee Action Plan

### **Coordination of EAZA Complaints Procedure (M&E)**

- Responding to complainants in agreed upon timelines
- Primary investigation of complaint, contacting Members for response
- Collating and completing the Complaints Overview in time for ExCom and M&E meetings
- Registering complaints in CRM;
- Follow up with decisions from M&E, including actions to be taken, informing Members of outcome of M&E decision
- Response to complainants after process complete
- Work with Director MD for more complex complaints

### **EAZA operations**

- Responsible for the management, administration and data quality of the CRM system (Microsoft Dynamics) including improvement requests from other teams, and coordinating with supplier (with budgetary agreement from DMD)
- Responsible for updating public-facing website on Membership- and Accreditation-related topics
- Minutes for M&E, Council and/or AGM meetings as requested
- Contribute to ensuring the communication and publication of related information to the Membership
- Contribute to various ongoing tasks in the Member Development Team
- (Partly) responsible for the success of the Member Development Team

## **Required Qualifications and Experience**

### **Qualification and experience requirements**

- The successful candidate will be educated to a minimum of degree level or equivalent. A degree in a related discipline such as zoology or biology is preferred.
- A minimum of three years of experience of working with diverse stakeholders, preferably in the zoo and aquarium community, ideally for an EAZA Member institution;
- Fluent written and spoken English is essential. The ability to communicate in another European language is preferred;

- Able to use and adapt to existing and new tools and technologies appropriate to the job description e.g. Office365, CRM, Trello, Strappi, STQ/AQ, finance and HR systems is preferred

### Other function information

- Candidates with experience of working with a membership-based association, ideally with accreditation processes will be preferred;
- Experience with Microsoft Dynamics is strongly preferred;
- The role will contribute to other departmental and cross-departmental topics as required and appropriate. This can, where relevant, assist with preparation related to conferences and other general tasks in the office that can reasonably be assigned.
- This position involves international travel (up to 25%), occasional evenings and weekends.

### Competencies

The successful candidate should have – or be able to develop – the following personal competencies:

- **Proactive and progressive:** Being forward thinking and taking initiative within scope of responsibility. Using knowledge and experience to lead to the best result for EAZA.
- **Professional:** Demonstrating reliability, consistency, transparency, inclusivity and honesty in your actions. Being fact-based, accountable and maintaining confidentiality. Respecting cultural and experiential differences and positively representing EAZA.
- **Result Oriented:** Able to take concrete and targeted actions to meet agreed results and continuously add value for EAZA and its Members.
- **Adaptable:** Adapting quickly and with agility to new, ad hoc and emerging situations and ways of working.
- **Attentive to detail:** Able to handle detailed information consistently and effectively.
- **Organised:** Determining own goals and priorities across multiple tasks and indicating the actions, time and resources needed to achieve these goals. Keeping on track and on time to meet deadlines, even under pressure.
- **Interpersonal skills:** Able to work with a wide range of new people across multiple cultures, lead newly formed teams and speak truth to power. Able to manage challenging interpersonal situations with professionalism, empathy, tact and confidentiality.
- **Technology Fluent:** Able to use and adapt to existing and new tools and technologies appropriate to the job description e.g. Office365, CRM, Trello, finance systems

### Employment Conditions

The position of EAZA Accreditation Coordinator is a full-time post working five days a week (38 hours) and to be based at the Amsterdam EAZA Executive Office (a remote position will not be considered). EAZA operates a general three days in the office, two days at home work rota. Equipment is provided for safe and healthy home working.

The successful candidate will also be expected to work weekends and outside normal working hours where required, for example at conferences. There will be regular travel, including approximately nine accreditation screenings per year, plus conferences and meetings.

There is a holiday allowance of 25 days a year and a company pension is available. An initial one-year contract is offered, with a permanent contract to follow after a positive appraisal. The gross starting salary offered is in the range €2,962 to €3,021 per month. EAZA pays an 8% holiday allowance in May which will

bring the annual gross salary to €38,000 - €39,000. Additionally, EAZA pays a tax free home-work travel allowance and home working allowance.

You must be an EU national or hold an EU work permit to be eligible to apply for this role.

## **Applications**

If you are interested in the position, please send your CV and cover letter for the attention of April Adams at [jobs@eaza.net](mailto:jobs@eaza.net) with the subject line "Accreditation Coordinator – [your name]". All applications received will be acknowledged by a return email. We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

**Application deadline: 31 March 2024**, midnight (Central European Time)

The first round of interviews will likely take place in Amsterdam during the week commencing 8 April 2024.

We look forward to receiving your application!