



**SUSTAINCERT**  
KNOW YOUR IMPACT

JOB DESCRIPTION

# CHIEF OPERATIONS OFFICER

May 2022



The Chief Operations Officer's mission is to deliver customer and operational excellence across the company in an agile, collaborative fashion engaging with all relevant internal and external stakeholders. She/he will support SustainCERT in its accelerated growth phase by strengthening and streamlining operational delivery of Sustaincert's software-enabled verification solutions.

Come join our team of mission-driven individuals with big ideas, tireless optimism and the belief that our work can change the world.

## 1. ABOUT SUSTAINCERT

At SustainCERT, we help quantify and report on the social and environmental impacts from a wide range of sustainability interventions. Our role is to provide robust evidence of progress towards our collective sustainability goals and ensure climate pledges bring real, meaningful impact on the ground.

We deploy technology to create the next-generation of impact accounting and improve the way carbon emissions are measured, reported and verified: More simplicity, more affordability, more efficiency and always the best level of accuracy and credibility.

We are on a mission to mainstream best-practice for the benefit of all – businesses, people and the planet.

## 2. ABOUT THE POSITION

Reporting to the Chief Executive Officer, the Chief Operations Officer ('COO') is responsible to deliver an exceptional customer experience across all business lines including carbon offset and value chain impact verification. As the company deploys its suite of software-enabled verification solutions, the COO will work collaboratively and cross-functionally with relevant internal and external stakeholders to implement processes and workflows for the smooth onboarding of clients, scalability of the internal team of verification officers, world class customer experience and robust quality controls in line with SustainCERT values and commitment to environmental integrity. She/he will be accountable to optimise the customer experience and company performance using the people, systems, processes, services and products available for Operations and Goto-Market teams at any given time. The nature of SustainCERT's business is such that services and products are intrinsically linked. It is incumbent upon the COO to work intimately with our Chief Product Officer (CPO) and Chief Technology Officer (CTO) when prioritising, designing, implementing and rolling out service and product improvements we believe will have positive outcomes for customers and positive impact for the company. This position will manage a team of c. 20-25 FTE including subject matter experts tasked to perform greenhouse verification and provide advisory support to clients. This is a tremendous opportunity for a strong leader to maximize and strengthen the internal capacity of a fast moving, high-impact organization. User-centric impact assessment 3 This position is ideally located in Amsterdam.



### 3. PRIMARY RESPONSIBILITIES AND TASKS

#### Key Responsibilities:

1. Implement best-in-class customer support and customer success across all business lines
  - Oversee the creation and implementation of a tiered support structure for SC's software products and services, ensuring best-in-class support is provided to all our users (e.g. incoming queries management, proactive customer journey facilitation, etc.)
  - Develop and implement a customer success programme that reconciles the natural tension between providing an increasingly frictionless customer journey with the highest standards in certification, validation and verification. And tailored to the needs of each business line
  - Collaboratively co-design with relevant internal stakeholders and co-own the implementation of a data-driven strategy to monitor and enhance the customers journey and satisfaction in traversing it.
2. Oversee and optimize existing verification solutions (including carbon offsets and value chain verification) with a focus on client satisfaction and scalability
  - In collaboration with relevant functions, oversee the optimisation of internal workflows and processes with a focus on customer satisfaction, scalability and financial performance
  - Anticipate any capacity issues, develop, and implement a plan to increase the team's capacity in line with growing market demand and SustainCERT's aggressive growth targets
  - Ensure alignment with relevant compliance requirements such as ISO 14065 in close collaboration with the compliance team
3. Develop and implement a plan to transition the portfolio of carbon offset clients to digital verification as capabilities become available on the SustainCERT platform
  - In close collaboration with the product and engineering teams, develop and implement a plan to onboard and support clients as they transition to digital verification
  - Ensure your team is adequately staffed and skilled to deliver digital carbon offset verification in targeted sectors and markets as per SustainCERT's expansion plan
4. Develop and implement a plan to transition the portfolio of value chain clients to digital verification as capabilities become available on the SustainCERT platform
  - In close collaboration with the product and engineering teams, develop and implement a plan to onboard and support clients as they transition to digital verification
  - Ensure the team is adequately staffed and skilled to deliver digital value chain intervention verification in targeted sectors and markets as per SustainCERT's expansion plan



- Oversee the delivery of advisory trajectories, develop and implement a plan to productize these trajectories.

## 4. QUALIFICATIONS

- At least 10 years of overall professional experience; ideally 5-plus years of senior leadership experience in fast growing companies
- Track record of successfully leading operations in a fast growth, agile software and services company context with a focus on customer satisfaction and continuous improvement
- Experience overseeing employing data to maximize customer satisfaction
- Experience in driving change across functional areas ideally in a start-up to scale-up context
- Demonstrated excellence in cross-functional collaboration.
- Experience in psychologically safe leadership of a remote and culturally diverse team
- A successful track record in setting priorities; sharp analytic, organization and problem solving skills which support and enable sound decision making
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders
- A multi-tasker with the ability to wear many hats in a fast-paced environment
- Personal qualities of integrity, credibility, and dedication to combatting climate change
- Strong team player
- Excellent communication and interpersonal skills
- Ability to work independently and on own initiative
- Minimum of a BA, ideally with a related graduate degree

## 5. RECRUITMENT PROCESS AND TIMELINE

Please send a cover letter and resume to [recruitment@sustain-cert.com](mailto:recruitment@sustain-cert.com), the position will remain open until a suitable candidate is found. Candidates selected for a first-round interview will be notified by email. Please note that we will not notify you directly if you are not selected for an interview.