

# RECS Secretariat

## *Job Description*



### JOB TITLE: Network Support Officer

#### *The organisation:*

RECS is committed to reducing the impacts of climate change by cutting greenhouse gas emissions as quickly and deeply as possible. For RECS, this means accelerating the transition away from polluting fossil fuels and towards clean renewable energy. With our members, RECS fosters this transition by supporting consumer demand for renewable energy. This demand provides the market signals and revenues which developers need to invest in more renewable energy.

RECS is a non-profit industry association representing the users of Energy Attribute Certificates (EACs). These are the certificates that underpin renewable energy markets. The organisations RECS represents make up one of the largest global networks of renewable energy buyers and sellers. RECS works with this membership to support the development of both existing and new EAC markets around the world, creating efficient, effective, and reliable renewable energy markets. We engage with a wide range of stakeholders, including governments, market participants and consumers, and provide the knowledge and information they need to boost consumer demand for renewable energy. Each year, RECS organises and hosts the REC Market Meeting.

#### *Job summary*

The RECS Network Support Officer supports the RECS Policy and Network Manager by contributing to the delivery of tasks related to building and maintaining of RECS' networks of membership organisations and other stakeholders. Such tasks include, but may not be limited to, the on-boarding of new RECS Members, support for existing members, contacts management, and communications through channels such as LinkedIn and the RECS Website. The RECS Network Support Officer may also be asked to support the wider secretariat for the delivery of operational tasks, including the delivery of RECS Events.

RECS considers that this is a part-time position. The post could be performed by an employee, or an external service provider.

#### *Key responsibilities*

The tasks of the RECS network support officer include:

- The on-boarding of new RECS members
- Support for existing RECS members.
- Management of shared email in-boxes and incoming messages.
- Management of RECS' CRM programme (Hubspot).
- Updating RECS' website (adding new members, documents, news items, etc.).
- Other communications tasks, including LinkedIn updates and delivery of the RECS and REC Market Meeting newsletters.
- Support for RECS events.
- If required, support for operational and administrative tasks.

### Skills, competences and qualifications required

The RECS network support officer must demonstrate the following skills, competencies, and qualifications:

- A proven record of delivering a great customer service and acting in a professional and understanding manner when liaising with external and internal stakeholders.
- The ability to work independently and cooperatively, while also participating in and supporting an effective team.
- A pro-active, hands-on mentality to work, including through a flexible and problem-solving approach.
- A proven record of successfully delivering multiple tasks in a complex and fast-moving environment.
- Proven ability to effectively use Office 365 software.
- The ability to use website management and CRM tools is a plus.
- Excellent written and verbal communication skills in English, knowledge of other languages is a plus.
- Bachelor's degree and/or comparable experience or professional qualifications in operational support, HR, or payroll, specifically in Belgium and the Netherlands.

### Compensation and benefits

The post holder will be compensated for their time and expertise with a competitive salary and benefits package for their location, expertise, and experience. This post could be held by a salaried employee or an independent service provider.

### Further information

RECS is an equal opportunities workplace and actively seeks to maintain a diverse secretariate that is inclusive of all people with different backgrounds, characteristics, and lived experiences. RECS firmly believes that by living up to the principles of diversity, equality, and inclusivity the organisation will be more successful in the pursuit of its objectives.

The location from which this post can be performed can be negotiated between the management and staff.