

## The Copper Mark: Operations Manager, 50% Part-Time Job Description

### Overview

As mining and metals become increasingly critical to the global supply chain and the energy transition, responsible production and sustainable development are essential to meeting growing demands. The Copper Mark is working with companies throughout the copper industry to enable them to meet the demands for responsible production practices, supporting sustainable development and mitigating environmental degradation to the benefit of local communities, customers, and consumers.

### Purpose

Participation in the Copper Mark Assurance Framework is expected to grow significantly in the second phase of operation, as eligibility expands to the full copper value chain as well as additional metals. The purpose of this role is to support the day-to-day operations of the Assurance Framework through that growth while maintaining credibility, quality, and timeliness.

The Assurance Framework houses the core activities of The Copper Mark, including the assurance process, training program, assessor management, and grievance mechanism. It draws from the Copper Mark standards, and feeds into the monitoring and evaluation, communications, and outreach activities. The Operations Manager is a project management and relationships management role. The ideal candidate is self-motivated, highly organized and enjoys working in a fast-paced environment.

This role will begin as part-time with the potential to become full-time with increased responsibilities.

### Responsibilities

- Support the day-to-day operations of the assurance process, including:
  - Onboarding participants to the assurance process.
  - Quality review of assessment reports.
  - Manage participant improvement plan implementation.
  - Monitor participant progress through the 5 steps.
  - Respond to inquiries of existing and prospective participants.
  - Provide technical assistance to participants on assurance process and criteria requirements.
- Assist in assessor management, including:
  - Reviewing applications for assessor and firm approvals.
  - Tracking training participation.
  - Maintaining records of assessor performance.
  - Participating in regular updates and check-in calls with assessment firms.
- Contribute to the development and delivery of training materials for participants, assessors, and the public on process, standard requirements, and skills development.

- Manage databases and data sets of highly confidential and sensitive information in a professional manner.
- Contribute to the continuous improvement of the assurance framework, for example by:
  - Identifying trends and assessing opportunities to improve processes and their execution.
  - Identifying issues and barriers, resolving issues of medium complexity involving stakeholders and escalating others to appropriate level when required.
  - Leading customer satisfaction through responsive, thorough, and ongoing engagement.
- Support other workstreams as appropriate.

## Professional Qualifications

The ideal candidate will have:

- Outstanding project management skills, ideally with experience in social compliance auditing and reasonable assurance frameworks.
- Strong communications skills and proven ability to relay complex information to a variety of audiences.
- Proven ability to implement processes and procedures with keen attention to detail and timelines.
- Understanding of voluntary sustainability scheme management.
- Knowledge of ESG issues in minerals and metals supply chains, and specifically those covered by the Copper Mark Criteria for Responsible Production.
- Good decision-making skills and response to high-pressure situations.
- Fluency in another language, in particular Spanish, is highly desirable.

## Personal Characteristics

The ideal candidate will also possess:

- Excellent written and verbal skills.
- Highly organized and detail oriented.
- Self-motivated and able to work effectively in a small, remote team.
- Patience, a sense of humor, and a flare for customer service.
- Ability and willingness to contribute to a start-up-like environment.
- Ability to manage multiple initiatives concurrently while focusing on the urgent and critical tasks.

## General

The position is based remotely and reports to The Copper Mark Director of Assurance and Impact. The position requires significant time zone overlap with North and Latin America as well as good time zone overlap with Europe.

The position is initially for 50% part-time. Working arrangements are flexible, however the position requires a minimum presence on at least four (4) working days of the week. Starting date is as soon as possible.

The candidate will be expected to travel internationally as appropriate.

### To Apply:

Please send CV to [info@coppermark.org](mailto:info@coppermark.org). Applications will be reviewed on a rolling basis.