Accelerating sustainable practices
in the textile value chain.

Textile Exchange is a global nonprofit that creates leaders in the sustainable fiber and materials industry. The organization manages and promotes a suite of six leading industry standards, as well as, collects and publishes critical industry data and insights that enable brands and retailers to measure, manage and track their use of preferred fiber and materials. With more than 400 members representing leading brands, retailers and suppliers, Textile Exchange has, for years, been positively impacting climate through accelerating the use of preferred fibers across the global textile industry and is now making it an imperative goal through its 2030 Strategy: Climate+. Under the Climate+ strategic direction, Textile Exchange will be the driving force for urgent climate action with a goal of 35-45% reduced CO2 emissions from textile fiber and material production by 2030.

To learn more about Textile Exchange, visit: TextileExchange.org.

Textile Exchange currently has six standards certified by over 20 certification bodies with over 10,000 certified sites all around the world.

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<tr>
<th>Job Title:</th>
<th>Assurance Coordinator</th>
<th>Estimated Hire Date:</th>
<th>March 2020</th>
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<tbody>
<tr>
<td>Employment Status:</td>
<td>Full Time – 100%</td>
<td>Annual Salary Range:</td>
<td>$25,000 to $32,000 USD (depending on experience and country location)</td>
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<td>(40 hour work week)</td>
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<td>Key Areas of Focus:</td>
<td>Standards assurance team administrative support.</td>
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<td>Overview:</td>
<td>Textile Exchange is seeking a administrative support person to join the Textile Exchange assurance team. The assurance team ensures a robust quality assurance and credibility program for the Textile Exchange Standards. This new position will support the existing assurance program team and assurance providers (certification bodies and accreditation bodies) through administrative support, communications, training coordination, documentation, system support etc. They will support a consistent, credible certification and auditing program for Textile Exchange Standards.</td>
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<th>Core Accountabilities:</th>
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<td>40%</td>
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<td>Assurance Provider Engagement</td>
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- Primary contact for assurance providers’ applications, documentation, and certified data reports.
- Provides support for assurance providers with the Textile Exchange certification database.
- Maintains the assurance provider online communities on Textile Exchange’s “Hub” internal website (e.g. group discussions, FAQs, case examples).
- Coordinates calls, webinars, and meetings for assurance providers.

### 30% Assurance Systems
- Maintains the internal assurance record keeping, this includes (but is not limited to):
  - Certification body applications and contracts.
  - Tracking exemptions and calibration updates.
  - Salesforce assurance provider records.
  - Processing complaints and fraud reports.
  - Textile Exchange certification database entry.
  - Internal document library.

### 30% External Communication
- Initial review and triage of incoming communications received via email and support ticket system.
- Drafting responses based on instruction from team members.
- Preparing and sending standards updates to assurance providers.

### Core Competencies/Qualifications:

#### Core Competencies:
- Takes ownership of responsibilities.
- Self-motivated.
- Organized.
- Clear communicator in English, both oral and written.
- Ability to work remotely.
- Sense of humor.
- Eager to learn.

#### Minimum Qualifications:
- Proficiency with Microsoft Office Suite.
- Must be able to work remotely/from home in the United States or Canada.
- Must be flexible to communicate with multiple time zones outside of standard working hours.
- Must be able to travel internationally up to 10% of the year.

#### Preferred Qualifications
- At least a college/university degree (B.A. or B.S. or equivalent).
- At least two years’ experience administrative support.
- Experience with Salesforce or other database systems.
• Experience working with international peers and/or proficiency in a second language.

To apply:

Please submit by email both a resume/CV and cover letter to RecruitmentOffice@TextileExchange.org with the subject “Assurance Coordinator Application”. Applications will be considered on a rolling basis as they are submitted. Early application submission is strongly encouraged. We regret that we will only be able to contact short-listed candidates.