

Job Title	Certification Services Project Manager, Environmental & Safety Management
Organization	NSF-ISR
Description	<p>NSF International Strategic Registrations offers a comprehensive portfolio of management systems registration solutions to meet the demands of the global marketplace (www.nsf-isr.org). Headquartered in Ann Arbor, MI, with offices in Korea, Taiwan, Europe, China, Brazil and Canada, NSF performs audits and provides management systems registration for more than 7,000 clients throughout the world. NSF provides ISO 9001, ISO 14001, Greenhouse Gas Verification/Validation, RC14001®, ISO 13485, OHSAS 18001, ISO 27001, AS9100, AS9110, AS9120, ISO 22000, B2/Dutch Feed, SFI, COC, and TL-9000 registrations. NSF is accredited by ANAB and the Dutch Accreditation Council (RvA), and is recognized by the International Automotive Task Force (IATF) to provide ISO/TS 16949 registrations.</p>
Purpose	<p>Provide timely, quality registration services to assigned environmental and safety customers (including ISO 14001) in an assigned program area and assist in program business development and administration</p>
Duties	<ul style="list-style-type: none"> • Serve as the technical point of contact for key customers to maintain registrations related to the environmental and safety industry; and promptly follow-up on customer correspondence. • Facilitate registration projects by interfacing with other departments (accounting, shipping, auditing, sales, etc.) to help ensure timely registration services. • Set up periodic meetings with clients, set the agenda, follows up on action items. • Occasional travel domestically/internationally for quotes, review, audits and trade shows. • Conduct report evaluations; assign auditors and registration boards for specific customers. • Ensure project margins are maintained through selection of auditors, registration board members, monitoring commissions on new and existing sites, and internal staff; review accompanying documentation; prepare reports documenting the results of the evaluations and reviews. • Coordinate and institutionalize new process, procedures, training with administrative, technical, and support services. • Manage all aspects of new service delivery including marketing, sales and service delivery. • Compile necessary documentation to support registration. • Provide ongoing follow-up and status reports to customers as the primary point of contact for all NSF related services and activities. Ensure that the client's schedule and deadlines are communicated to the service departments and that the deadlines are met. • Resolve issues of non-compliance as appropriate. • Peer review registration changes for other staff. <ul style="list-style-type: none"> • Listen to clients to determine if other NSF services which might be applicable to the client. Ensure the client is educated on other NSF services. Promote risk management solutions to all clients. • Perform other duties as required.

Required Qualifications:

- Bachelor's degree; or two (2) years of documented successful NSF International experience and pursuing a Bachelor's degree.
- A minimum of three (3) years relevant work experience including experience in providing excellent customer service.
- Environmental management (ISO 14001) experience.
- Experience in the management systems registration industry.
- Work related experience in the areas of profit and loss.
- Strong time and project management skills.
- Experience with Microsoft Office Suite, i.e. Word, Excel, PowerPoint, Outlook, etc.
- Willingness and ability to travel up to 20% of the time.
- Horizontal thinker and the ability to coordinate a multi-functional team.
- Excellent written and verbal communication skills.
- Ability to work well with others, engaging personality.
- Ability to work independently and follow through on assignments with limited direction.
- Excellent attention to detail.

Preferred Qualifications:

- Bachelor's degree in Environmental or safety related studies .
- A minimum of two years experience in project management.
- Three years experience in the management systems registration industry.
- Registration specialist I and II experience or equivalent management systems experience.

Additional
Details

Physical Demand:

- Ability to travel by car and plane nationally and internationally up to 20% of the time.
- Required to sit for long periods of time.
- Ability to move, with assistance, up to 40 lbs. from one area to another.

Work Environment:

- Most work is performed in an office environment.
- Some work is performed off site at client locations, trade shows, conferences, etc.
- Smoke free work environment