



FSC GLOBAL DEVELOPMENT

Trademark Services Unit Manager

1. IDENTIFICATION

- Position Title:** Manager, Trademark Services Unit
- Reports To:** Managing Director, FSC Global Development
- Supervises:** Staff of Trademark Services Unit
Officer(s)
Trainee(s)

Coordinates & Interfaces With:

FSC Trademark Service Providers (TSP's)
Trademark License Holders
FSC Policy & Standards Unit
FSC Global Development Staff
FSC Legal Staff and/or Outside Council
FSC Staff (Local and Remote)
Accreditation Services International (ASI)

2. POSITION DESCRIPTION:

The Trademark Services Unit Manager will provide leadership to the Trademark Services Unit. The TSU has global responsibility to provide primary guidance of the FSC trademark approval process, including active management of the resolution process for reported infringement and misuses of the FSC trademarks. The unit also provides training around FSC trademark and brand requirements, establishes and maintains TSP contracts and monitoring. Other important roles include the development of tools to facilitate the use of the FSC Trademarks and FSC labels supervising and coordinating work with external service providers (e.g. designers, on-line systems programmers, etc.). The Manager of the Trademark Services Unit will provide ongoing coordination with the Policy and Standards Unit regarding the trademark standards and providing regular reporting to the Managing Director on the work and effectiveness of the department.

Specific responsibilities include:

- Development of and ongoing management of the Trademark Service Provider network to



- ensure effective delivery of trademark services and training to certificate holders
- Ensure the proper administration of FSC Global Licensing requirements and guidelines
- Oversee the timely and accurate invoicing of Licensing Fees
- Ensure the appropriate training and ongoing monitoring of staff of the department
- Development of training guidelines, programs and requirements for the successful administration of FSC Policies regarding trademark use
- Active management of the process of effective and prompt actions to protect the FSC Trademark from infringement and misuse.
- Establishment of a platform for monitoring the performance of the TSP network
- Development and up-date of FSC Trademark Requirements and provide counterparts in the Policy & Standards Unit of FSC with input and suggestions for the ongoing improvement of international standards relating to trademark use and other pertinent policies of the organization.
- Provide ASI with input on the effectiveness of certification bodies regarding completion of trademark requirements.
- Providing the Managing Director with up to date regular reporting on the status of the trademark program
- Provide effective leadership to the department in a fast paced and active work environment
- Oversee the development and maintenance of the License and Trademark Management system
 - Manage the work of project managers assigned to support the system
 - Interact with the Database administrator to ensure the highest levels of effectiveness and service from the system.
- Special projects as assigned by the Managing Director

3. QUALIFICATIONS / SKILLS NEEDED:

- Team Membership Skills – ability to work independently as a member of a multi-cultural, inter-disciplinary, multi-lingual, global team, often with remote partners with multiple priorities
- Management skills - proven ability to successfully lead and manage a multicultural team of diverse members in a fast paced hectic environment subject to competing and multiple priorities
- Exceptional Interpersonal Communication Skills – communicates well and convincingly in teams, while possessing active-listening skills, being able to facilitate interactive discussion and maintaining positive interpersonal relations and confidence



- Organizational and Planning Skills - proven ability to plan and organize work, and meet deadlines. Able to foresee risks, to allow for contingencies when planning, to monitor on-going developments and to adjust actions as necessary
 - exceedingly strong client service focus with emphasis on accountability and effectiveness of team members
 - able to identify opportunities for creating services that benefit the network and suggest improvements in process and procedure

- Education and Training – performs his/her work in English language at FSC Global Development in Bonn, Germany:
 - fluency in a second language (Spanish, Chinese, Portuguese, German or others)
 - strong MS office skills and be able to apply quality-related methods and techniques
 - proven experience in business or market development activities; client service experience preferred
 - experience working with FSC trademark rules
 - marketing or client service experience is an asset for this position

4. WORKING CONDITIONS:

The position is based in Bonn, Germany.

The job will require international travel.

FSC is an equal opportunity employer and does not discriminate nationality, ethnicity or religion.

Contact details

All applications, a full CV/resume and a covering motivation letter should be sent to Ms Guillermina Garza, Head of the Director's Office, via e-mail g.garza@fsc.org or via post to Forest Stewardship Council International Centre, Charles-de-Gaulle-Strasse 5, 53113 Bonn, Germany. Further information is available by visiting the FSC web site www.fsc.org

The position will remain open until filled.

Only short-listed candidates will be contacted.

About FSC Global Development

The newly formed business unit of FSC is charged with developing strategies to support continued growth of demand for FSC products and to support credible, accurate marketing and promotion of FSC products by the global network of certificate holders, partners and others. Development of a platform of support tools and establishment of direct relationships with li-



cense holders will assist in enhancing the successes of certificate holders and in protecting and maintaining the credibility of the FSC brand.