



Operations and Validations Associate - Maternity Cover (9 months)

Location: Mexico

Job Purpose and Background:

SBTi Services is looking for a high-performing, process driven Operations and Validation Associate to join our team in a pivotal pooled resourcing capacity. This hybrid role is designed for maximum operational agility, serving as the 'connective tissue' across our most critical functions. As part of a flexible resource pool, you will navigate the end-to-end target validation process - balancing deep technical expertise with high touch stakeholder support.

The Associate will ensure the accuracy and efficient flow of hundreds of target submissions. By operating within an integrated operational pillar structure, you will provide the 'swing capacity' needed to maintain equilibrium across eligibility checks, SME technical assessments, and stakeholder engagement. This role is essential for optimising throughput and ensuring that our global validation engine remains responsive, scalable, and technically rigorous.

About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050.

The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit www.sciencebasedtargets.org

You are a great fit for this role if you are:

- Detail oriented and rigorous! You take pride in maintaining a high standard of accuracy and data integrity.
- Professional and an empathetic communicator. You can manage busy inboxes with poise, providing support to global companies while maintaining a firm grasp on timelines.
- Proactive and comfortable in a fast-paced virtual environment. You don't just wait for instructions, you anticipate capacity bottlenecks, triage queries effectively, and are always looking for ways to improve internal workflows.

Key responsibilities include:

The Associate's duties are structured across three integrated operational pillars, designed for agility and maximum coverage.

Eligibility and Pre-Validation

- Perform due diligence to determine the eligibility of companies to participate in the SBTi system.
- Review company information, including confidential documents, with attention to detail and utmost accuracy.
- Communicate directly and clearly with customers via email to retrieve missing documentation and deliver registration/validation results.
- Manage official SBTi inboxes and incoming queries from a variety of stakeholders.
- Understand validation team capacity and appropriately assign hundreds of validations per month to optimize throughput with holiday and other capacity considerations.
- Review workload diligently and display excellent time-management skills to stay ahead of customer expectations and in accordance with established timeline.

Technical Assessment Support

- Perform validations for the Small to Medium sized Enterprise (SME) route.
- Support Target Analysts to conduct in-depth assessments of company emission reduction targets to ensure their alignment to the SBTi Standards and Guidance.
- Update internal databases with accurate company and target information.
- Monitor inboxes to support Target Analysts contacts for corporations throughout target reviews, answering technical questions, and providing updates on the validation process.
- Provide background information and data to allow Target Analysts to communicate effectively with high profile customers on complex greenhouse gas accounting topics.
- Continuously learn and upskill in GHG Protocol and SBTi Standards with technical knowledge.
- Assist with ad-hoc tasks as required to maintain operational equilibrium.

Stakeholder Engagement and Process Improvement

- Manage inboxes and incoming queries from a variety of stakeholders to prioritize, triage, and respond swiftly and professionally.
- Collaborate cross-functionally via written and verbal communication with teams in varying time zones.
- Create, maintain, and update internal operational materials and protocols and external resources such as FAQs.
- Utilize software collaboration tools (such as CRM and ticketing systems) to expand the automation of operational processes.
- Contribute to projects outside of the specifically stated responsibilities to meet demands of the growing organization.

Essential skills and experience needed:

- Demonstrated work experience (typically 2+ years) or higher level education in sustainability, customer support, operations management, or similar high-volume service functions.
- Process-oriented and fast learner with strong organizational skills to follow up on multiple tasks diligently.
- Experience with responsibilities that required high attention to detail and precise data entry/assurance.
- Experience working with a global array of stakeholders and customers, providing excellent customer service and support.
- Experience with the use of collaborative technology tools such as Google Suite, Slack, Freshworks, and Asana.
- Interest in becoming an expert on the SBTi's technical guidance and GHG Protocol.
- Advanced written and oral English skills and ability to present complex technical topics to a wide-range of stakeholders.
- Proactive and independent with excellent demonstrable problem-solving skills.
- Willingness and flexibility to thrive in a fast-paced virtual environment.

Important information before you apply.

- This is a full-time role based in Mexico
- The salary for this role will depend on location and experience level.
- Interested candidates should be legally allowed to work in the specified countries and already be visa holders. **The SBTi cannot sponsor working visas.**

PLEASE NOTE: There are two roles available for this position: one is a 9-month fixed-term contract to cover maternity leave, and the other is a 12-month fixed-term contract. Please ensure you are applying for your preferred contract.

To apply, please complete our [application form](#)

What we offer:

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Training and development;
- Attractive holiday package plus public holidays in your country
- Competitive NGO salary range

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from

candidates of all identities and backgrounds. We do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.