



## The Canada Homestay Network Society (CHN) Job Description - Support Officer (Host Concierge)

### Summary:

Reporting to the Director of Enterprise Development, the Support Officer (Host Concierge), or "SO", plays a critical role in ensuring the growth and overall success and management of the host network. SO's are responsible for collaborating with the host concierge team, converting host leads into active hosts and ensuring the continued growth of the entire host network.

All CHN employees demonstrate personal integrity and transparent motives consistent with CHN's vision and mission. They have a ready acceptance of their personal and corporate accountability for stewardship of the common good and perseverance to achieve satisfactory outcomes. The SO must also demonstrate appropriate technical skills, attention to detail and sound judgment as well as patience and understanding. As this is a telephone centric position, the SO must have a quiet home office and the ability to work flexible hours and days.

### Responsibilities:

- Field inquiries from prospective hosts via telephone and email;
- Assist prospective hosts through application process;
- Pre-screen applicants (where applicable);
- Follow-up on unconverted/stalled leads;
- Assist with host retention initiatives;
- Liaise with local teams;
- Continual tracking & reporting on all of the above.

### Knowledge, Skills, & Abilities:

- Great telephone manner and ability to project enthusiasm;
- Working knowledge of relevant software, including: Google Sheets, Excel, Word/Pages, FileMaker Pro or remote databases in general, Skype, and VoIP softphones, email clients and webmail platforms;
- Effective business writing skills, strong problem solving and organizational skills, including attention to detail;
- Ability to work independently in a virtual office environment, take initiative, and use discretion in determining priorities;
- Positive interpersonal and communication skills including conflict resolution;
- Ability to work in a team and maintain and develop relationships with colleagues and their local community; and
- Knowledge of homestay policies and procedures.

### Working Conditions:

- Open availability and flexible working hours including weekdays, weeknights and weekends,
- High speed internet access and at least 70GB of storage available if using a personal computer. All crucial data is maintained on the CHN server and associates are responsible for acquiring the bandwidth necessary to access this data and related functionality.
- A word processing application capable of reading and saving documents created in Microsoft Office Word.
- Adobe Reader (this is available as a free download from the Adobe website)
- USB headset (CHN recommends a high-quality headset, which can cost in the range of \$40-50)

### How to Apply

- Please *email* your resume and a covering letter *stating your salary expectations* to: chncareers at [canadahomestaynetwork.ca](http://canadahomestaynetwork.ca) by 4:00pm MST on the closing date.



## The Canada Homestay Network Society (CHN) Job Description - Support Officer (Host Concierge)

- When applying, please ensure that you outline how your training and experience specifically related the job requirement.
- Submitted applications should be saved in .doc, .docx OR .pdf format with your name on the file (for example: Joe\_Smith.doc).
- Please state on your location and position you are applying for on the subject line of the email.

**IMPORTANT NOTE:** To be considered for this position, you **MUST** follow all instructions listed above. Incomplete applications will **NOT** be considered.

Please note that applicants will only be contacted if they are selected to proceed further in the process.

CANADA HOMESTAY NETWORK IS COMMITTED TO THE PRINCIPLES OF EMPLOYMENT EQUITY.

CANADA HOMESTAY NETWORK IS COMMITTED TO THE PRINCIPLES OF EMPLOYMENT EQUITY.

