

The Canada Homestay Network is a family-run, non-profit society. Over the years we've served tens of thousands of students from more than seventy countries, individually and in groups, aged 10 to 75. Canada Homestay Network was launched in 2000, to focus on the experience of international high school students and groups.

We now manage programs in over forty communities across Canada, from Charlottetown to Victoria. In any successful and growing organization, people make the difference. Our team is comprised of individuals dedicated to supporting one another. When you work with CHN, you work with a network of homestay professionals. Our combined experience of matching tens of thousands of students over the last 20 years lends our whole team the credibility and expertise that has earned us a reputation for excellence and professionalism that is unmatched in our industry.

Please note, CHN is a completely virtual organization with all employees working remotely from their home offices. It is important you are a self-starter, autonomous and motivated. You must be tech savvy as you will act as your own system administrator of your home office.

Reporting to the Director of Enterprise Development and working closely with the Communications Lead and other members of the Host Capacity Management team, the National Host Capacity Lead is responsible for ensuring suitable host capacity for all CHN programs. The National Host Capacity Lead will measure host capacity needs, articulate and oversee execution of host recruitment and retention strategies both nationally and community-specific in all locations CHN has programs. The National Host Capacity Lead will also liaise with colleagues responsible for student registration forecasting, and proactively square those projections with our host recruitment efforts.

Responsibilities:

- Manage national and regional recruitment budgets;
- Monitor host capacity in all communities and regularly compare against student registration forecasts;
- Develop community specific recruitment plans, updated annually;
 - Maximize existing resources and strategies to recruit hosts;
 - Develop new recruitment opportunities tailored to each program;
- Work closely with Communications Lead to coordinate & deliver client seeded communications;
- Prepare quarterly capacity reports;
- Articulate & execute host retention strategy;
- Develop resources & protocol for host recruitment/retention events;
 - Support local colleagues in delivering events;
- Field inquiries alongside Host Concierge, convert prospective hosts & pre-screen;
- Oversee due diligence collection; documents (Crim checks, AODs, Intervention...); check ins (Annual review, home visits);
- Coordinate host interviews as needed

KNOWLEDGE, SKILLS & ABILITIES

- Minimum Bachelor's Degree in related field such as marketing, communications, business administration, or economics;
- Three years of related experience.
- Effective business writing skills, strong problem solving and organizational skills, including attention to detail;
- Excellent project-management skills;
- Positive interpersonal and communication skills including conflict resolution
- Ability to work independently; take initiative and use discretion in determining priorities
- Excellent organizational and time-management skills;

- Excellent ability to synthesize information, distill trends and narratives from data, and convert those to action plans;
- Strong presentation skills;
- Working knowledge of spreadsheet, word and database software products (preferably Excel, Word, and FilemakerPro)
- Working knowledge of utilizing an email client or webmail
- Current account and working knowledge of Skype
- Familiarity with SJ Phone, Zoiper or other Soft Phone for VOIP;
- Ability to build relationships and foster a culture of excellence and camaraderie;
- Knowledge of homestay policies and procedures
- Knowledge of international students and their cultures

WORKING CONDITIONS

- Open availability and flexible working hours including weekdays, weeknights and weekends.
- Ability to provide quiet, professional home-based office with high-speed internet.
- A word processing application capable of reading and saving documents created in Microsoft Office Word.
- High-speed Internet access. 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.
- 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) and Printer.
- Cell phone with adequate coverage

For home office set up

- Minimum Operation System Required:
- PC Windows 8.1 Standard or Pro Edition up to date
- Mac: MacOS High Sierra 10.13

How to Apply

- Please **email** your resume and a covering letter *stating your salary expectations* to: chncareers at canadahomestaynetwork.ca before the closing date.
- 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 IN THE FILENAME (for example: Joe_Smith.doc).

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.