

# Canada Homestay Network is hiring a Full-Time Placement Coordinator (aka. Matcher) REMOTE – National (Canada)

**We are looking for an internal candidate to be our next Placement Coordinator in Canada. The successful candidate will have a heart for servant leadership and CHN values!**

## Who We Are

The Canada Homestay Network Society is a family-run, non-profit society, that has helped tens of thousands of students find a home away from home in Canada. CHN has been connecting international students to compassionate and caring Canadian families for over 25 years.

## Our Core Values



Listening Curiously



Collaborating Optimistically



Growing Courageously



Guiding Compassionately



And Giving Wholeheartedly

## More about the Placement Coordinator position

Reporting to the Program Lead, the **Placement Coordinator (PC)** plays a critical role in ensuring successful matches between **host families and prospect students**. This position requires sound and reliable judgment. Inadequate matches can impact students, hosts, schools, client relationships, and reputation in the community.

- Develop and maintain a keen awareness of the available hosts in the assigned region;
- Select suitable host families for all new students, while ensuring that host availability, matching criteria, and student preferences are acknowledged and observed;
- Send matching confirmation letters to hosts and students, agents, and/or schools;
- Ensure that relevant and timely notes are accurately recorded in the company database to validate and support matching decisions;
- Regularly review student applications to ensure that they are complete and accurate;
- Regularly review host profiles for accuracy of information in accordance with applicable privacy laws;
- Support teams with relocations, host education, student orientation, and school visits;
- Collaborate with colleagues, host families and students to work through homestay issues including cultural differences and respond to crisis situations in a prompt and caring manner;
- Maintain data integrity in the company database; and,
- From time to time assist the Host Capacity team.

## The successful candidate will be enthusiastic about

- Problem solving and conceptualization
- Working from home
- Relationship building and customer service
- Learning and understanding cultural differences within and outside of Canada
- Building relationships, especially between students and host parents
- Orienting students when they arrive in Canada
- Helping students and families with social, emotional, and physical wellbeing
- National travel from time-to-time

## How we sweeten the deal

- Remote working including a flexible workday (ideally available for core business hours, 10 to 2, Monday to Friday)
- Full benefits package (with shared premiums)
- Paid Vacation and Personal Days (25 + hours/week)
- Wellness subsidy
- Paid volunteer days
- Paid professional development

## The successful candidate will have

- International experience including hosting students or traveling abroad
- At least two years of homestay or related work experience
- One-year Community College Certificate or Diploma
- Innate ability to work independently and autonomously in a virtual office environment
- Great judgement and decision-making skills while exercising a high degree of confidentiality
- Exceptional Customer Service skills and experience
- Excellent Word, Excel, Email, and Database skills
- The ability to confidently communicate in English; *its ideal to speak a second language too*
- Superior organization skills and the ability to hold yourself accountable

## Other key tools required for the job

- Readily accessible transportation appropriate for these responsibilities
- A suitable computer and high-speed internet access
- A mobile phone for emergency support
- A valid Criminal Record Check and Vulnerable Sector Check

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## How to Apply:

Please email your **resume and cover letter** to [chncareers@canadahomestaynetwork.ca](mailto:chncareers@canadahomestaynetwork.ca) by

*\* Please reference the **Job Title and Location** in the email **Subject Line***

Applications should be submitted in Word or PDF format with first & last names in the file name.