

Canada Homestay Network is hiring a Program Lead - Eastern Canada

We are looking for an internal candidate to be our next **Program Lead** to support our Relationship Managers in Eastern 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



Giving Wholeheartedly

More about the **Program Lead** position

The Program Lead will support our Relationship Manager team in Eastern Canada. Ideally, the successful candidate will be situated in the Ottawa, Montreal, or Upper Canada area. We are looking for a dynamic individual who is enthusiastic to learn and lead.

Program Leads (also referred to as PLs) play a critical role in ensuring the overall success of our homestay programs through accountability of team members, project management, client relationship management, and contributing to the overall design and strategy of the business.

Critical responsibilities include

- Champion of client care and customer service; take ownership and follow-up!
- Team support, coaching, and mentoring; be a servant leader at heart!
- Practice empathy; be prepared to complete any task that are required from the rest of the team.
- Oversee team workload and distribution of responsibilities including facilitation of team meetings, accountability, performance management.
- Manage projects and complete administrative work including preparing communications, maintaining data integrity, tracking team metrics, etc.
- Participate in the development and analysis of team metrics and work expectations.
- Engage with colleagues, host families, and students in order to monitor, manage, and bring closure to homestay issues, inquiries, and client requests.
- Participate in various departmental meetings and travel from time to time.

The successful candidate will be enthusiastic about

- Leading a team and developing our colleagues' unique abilities
- Career development and growth within CHN
- Client management

- Workload distribution
- Team recognition opportunities
- Relationship building and customer service
- Learning and understanding cultural differences
- Building relationships with all stakeholders

The successful candidate will have

- One or more years of experience as a Relationship Manager or Homestay Coordinator
- One or more years of "supervisory" experience
- Three or more years of Customer Service experience
- An uncompromised ability to prioritize time and meet deadlines
- Exceptional Customer Service skills
- Positive interpersonal and conflict resolution skills
- Experience creating and analysing team metrics
- Strategic/long term mindset
- An ability to work in a team and develop relationships
- The ability to take initiative and use discretion in determining priorities
- Strong problem solving and organizational skills
- A precise attention to detail
- Nice to have - Post-Secondary Education (College Diploma or Bachelors Degree) in International Studies, Social Sciences, or another related program

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

How to Apply:

Please email your **resume and cover letter** to chncareers@canadahomestaynetwork.ca by **September 30, 2021**

** 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.