

Job Description Manager – Homestay

Providing international visitors with an opportunity to enrich their lives through a unique Canadian cultural learning experience.

- Creates, implements and oversees tracking systems for groups and individual student placements to ensure deadlines are met for internal and external clients.
- Oversees the collection, review and report on host family and student feedback; uses findings to improve our MLI Homestay product offering.
- Ensures that all internal and external client deadlines are being met or exceeded for Group match-lists, AYP and Homestay direct placements.
- Ensures that the quality of the information being provided is the most accurate possible – every detail counts – we aim to be 100% accurate.
- Troubleshoots and problem solves any areas of difficulty and directs staff team to implement plans of action.

2. Human Resources Management

- Plans for and oversees the staffing requirement for effective operation of the Homestay Division in his or her geographic location
- Oversees training and development plans for Administrators including hiring and onboarding of new staff, creating personal development plans and performance reviews for existing employees.
- Oversees the hiring of all Homestay Coordinators, in conjunction with the Manager, Recruitment and Community Development.
- Collaborates with the Manager, Recruitment and Community Development, providing input into the training program for Homestay Coordinators, including processes for new hires, and periodic workshops for their continued development and training.
- Develops and implements annual performance reviews for Homestay Coordinators to provide feedback, improve performance and ensure that MLI is delivering the highest quality possible.
- Communicates regularly with other managers and the senior management on staffing, performance, successes and challenges, with a view to improve our MLI Team.
- Develops and implements clear communication policies/procedures for all staff (office and field) connected to the Homestay Division
- Conducts regular regional and departmental meetings, and inter-departmental meetings to ensure communication is clear within and between departments.

3. Financial Management

- Creates and manages regional departmental budget.
- Manages regional departmental expense claims and accounts payable.
- Oversees invoicing to clients and manages accounts receivable.
- Makes financially responsible decisions with relation to department expenses, in line with budget.

4. Sales / Homestay Inventory

- Provides input into the planning and opening of new inventory of city/town locations for MLI programs in conjunction with senior management as new School Boards

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come on-line, Groups and AYP, to assist in managing Homestay Inventory and availability

- Oversees the development and maintenance of direct agent relationships.
- Oversees the creation of quotations for homestay only programs, and liaises with Group and AYP staff on the placement of quotations for group programs.

5. Marketing

- Provides input into the development of homestay recruitment strategies for use by the Manager, Recruitment and Community Development for use in the development of consistent practices across the country.
- Provides timely input into the content of MLI Homestay website, social media including Youtube, Twitter, Facebook page and Facebook group, supporting the marketing strategies and action plans
- Reviews, develops and maintains standardized forms and literature for internal and external clients related to Homestay services.

6. Other

- Follows all elements of applicable legislation, and MLI policies and procedures as appropriate for the position, including but not limited to Immigration and Citizenship, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Employment Standards Act, and Occupational Health and Safety Act.

Education

Degree or diploma in a related field of study

Experience

- A capable leader with a minimum of 3-5 years of experience in a management capacity or higher
- Experience in supervising or managing employees in the office and remotely is a prerequisite
- Working knowledge and understanding of the Canadian Immigration system and its requirements is an asset
- Working knowledge and understanding of the Canadian High School Education system is an asset
- Experience working within the International Education business is an asset
- Experience working with International students, with an understanding and sensitivity of cultural differences is an asset.
- Working in fast paced environment with ability to adapt quickly
- Experience with public speaking
- Experience dealing with complex interpersonal situations with subordinates, colleagues, students, families, etc

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Technical Competencies

- Excellent command of Microsoft Office 365 Suite including advanced skills in Excel, Word, Outlook and Power Point
- Experience setting and managing departmental budgets
- Experience in designing new processes, or process changes that have led to efficiency and quality improvements
- Excels at working independently and as part of a team and enjoys both. Has had experience dealing with complex interpersonal situations with customers and colleagues
- Ability to handle a high level of tasks and requests and is able to process these in a timely and efficient manner each day
- Savvy with social media applications
- Demonstrated ability to compose effective business correspondence
- Experience with basic financial functions, invoice and payment approvals, customer payments and refunds
- Excellent English written and oral communication skills are required. A second language is an asset.

Other Requirements

- Valid driver's license and eligibility to rent a vehicle; comfort in driving with other passengers and for long distances
- The candidate must have a clear criminal record and be willing to obtain a criminal record check
- Interest in, experience with, and a strong knowledge of the Canadian High School Education system
- Canadian Citizen or a landed Permanent Resident
- Eligible and willing to sign student custodianships forms
- The candidate must be willing to take calls or work outside of regular work hours, when necessary – and participate in an on call rotation
- Flexibility in working hours / extended hours when necessary

Competencies:

Organizational

Service Orientation
 Personal Resilience
 Planning and Organizing / Project Management
 Intercultural Awareness

Position Specific

Communication	Results Orientation
Conflict Resolution	Strategic and Holistic Thinker
Collaboration / Teamwork	Leads Others
Creative Problem Solving	Develops Others
Decision Making Ability	Holds People Accountable
Relationship / Network Building	



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Working Environment

Fast paced environment, with a great deal of situational problem solving, requiring the incumbent to be creative, flexible, and team oriented while making sound decision quickly. This position requires the incumbent to work mainly in an office setting, and in community, from time to time.

Hours of Work

This role requires work outside of office hours and flexibility of hours during peak seasons to be able to attend homestay meetings, events, meet and greet, and be on call for emergency situations in the evenings and on weekends.

I, _____ have reviewed the above job description and I understand my job duties and accountabilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my employer without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I understand I should discuss them with my immediate supervisor.

I further understand that continued employment is based on my ability to perform the duties and accountabilities, with the competencies outlined in this job description. I have discussed any questions I may have had about this job description prior to signing this form.

Signature

Date

Our goal is for each visitor to:

Develop: knowledge, skills and abilities that will enrich their lives - ***Experience:*** a new way of life in a safe and secure environment - ***Share:*** ideas and perspectives with people from different cultures - ***Create:*** new bonds and relationships that will last a lifetime - ***Discover:*** the many things we share with people everywhere - ***Improve:*** fluency in English at school and with your host family