

## Job Description Administrator – Homestay Division

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

### Position:

Administrator – Homestay Division

### Reports to:

Supervisor, Homestay Division

### Reporting Relationships:

Coordinators, Homestay



### Position Summary:

Informed by Muskoka Language International's (MLI's) mission statement and service values, the Administrator, Homestay Division **is instrumental in ensuring seamless quality homestay experiences** for students and host families, which may include **performing the duties of a Homestay Coordinator** during periods of vacancy. He or she **co-ordinates all Homestay requests, communicating and collaborating** with all the MLI Divisions associated where Homestay services are required as well as **communicating directly with Agents and schools** in relation to Direct Students requiring homestay. Work is executed **in-office** (either Toronto or Vancouver) **with extensive travel** to various communities across Canada to visit with the students, their schools and host families.

**Position Description:** *(The job duties listed hereafter are an overview of the minimum requirements of the position and do not include all of the duties inherent, included or associated with the job or with the performance of the job.)*

#### 1. Supports all MLI and partner divisions by coordinating the activities of the Homestay Department

- Co-ordinates, facilitates, and monitors all aspects of Homestay activity for all MLI divisions requiring homestay services as well as direct students
- Communicates with various partners (MLI divisions, agents, host families, international students local school partners, etc.), initiating and responding to a high volume of inquiries, requests, and sometimes issues, in-person, by phone, social media, and email
- Travels to the homestay community to liaise with Homestay Coordinators, families, students, other program staff and community partners
- Supports a team of Homestay Coordinators with all of their job functions utilizing pre-existing MLI processes
- Tracks placements and deadlines of Homestay family recruitment
- Supports Homestay Coordinators with marketing and sales as needed
- Attends Homestay Host Meetings and Group Arrivals as needed
- Tracks student monitoring and supports issues to resolution
- Compiles incident reports with the information provided by Homestay Coordinator
- Assists with / mediates difficult issues with hosts as needed
- Communicates upcoming groups and student placements with Homestay Coordinator
- Supports regional Homestay Coordinators, as required, for recruitment of host families, orientations, group arrivals and departures (involves travel)

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- Problem solves and mediates issues that escalate beyond the scope and capacity of the first service level (for example – families discuss issues with the Homestay Coordinator, students discuss issues with AYP Coordinator. Homestay Administrator mediates any unresolved issues).

### **2. Administration and Data Management**

- Receives and processes all homestay applications, whether from other MLI divisions or from direct students, assesses applications, records and forwards all pertinent information to the appropriate parties
- Oversees and track placements to ensure deadlines and client satisfaction is met or exceeded
- Provides administrative support to the Homestay team in a variety of tasks including, but not limited to processing homestay requests, monitoring progress of matches, etc.
- Reviews, processes, maintains detailed, accurate and up-to-date files on each student placement and host family in both electronic (database) and paper formats at all times
- Prepares host family and student orientation materials, and conduct host family interviews and orientations related to our homestay programs
- Tracks and organizes department data, including homestay families, students,
- Acts as quality control for Homestay Coordinator documentation – ensures all required documents are in database
- Plans and coordinates various events such as familiarization tours for clients, team visits to out of town students, orientations, meetings, etc.
- Gathers, reviews and forwards monthly reports, and any necessary incident reports, and progress reports at different intervals during each homestay cycle to various stakeholders both internal and external
- Handles daily and general office administration functions
- Works with confidential information
- Completes detailed paperwork and other general office administration duties
- Reviews and forwards correspondence/ monthly reports from Homestay Coordinator to AYP Coordinator, flagging any particular concerns for AYP Coordinator follow up.
- Ensures all details are tracked and up-to-date in the database and all documents meet MLI and client standards and expectations
- Contributes to MLI social media and website with content shared by Homestay Coordinators

### **3. Communications / Relationships**

#### *External*

- Liaises with International Contacts / Agents / Sales Support teams
- Establishes and maintains excellent relationships with overseas agents who send students to our programs, and work to support their efforts to recruit more students to our program
- Handles and mediates any problems that may occur with overseas clients
- Responds to inquiries, liaise and communicate with prospective applicants
- Liaises with agents and schools educating them regarding MLI's programs
- Attends client dinners, ceremonies and various events outside of normal business hours.
- Attends all family host meetings and arrivals of students
- Responds to general inquiries from the public regarding programming, becoming a host family, etc.

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*Internal – supports and collaborates with the MLI team in the following ways:*

- Liaises with all program parties to ensure all goals are met for the student's program from beginning to end
- Performs designated duties as assigned for marketing or sales purposes
- Assists in design and execution of specialized familiarization tours profiling new towns or products for new or current clients
- Supports the efforts of the sales team as MLI expands into the various markets
- Collaborates on solutions with Homestay Team and other departments that involve host family and school concerns related to visiting students in the program
- Assists with marketing and sales tasks, including social media and local advertising, as needed
- Works collaboratively with the team to develop new opportunities, materials and processes, as needed

#### **4. Human Resources**

- Participates in the recruitment, training and oversight of regional Homestay Coordinators
- Supports regional Homestay Coordinators in the recruitment of Homestay Families within their local communities

#### **5. Financial**

- Coordinates payments and invoicing, as needed
- Reviews and processes invoices for Homestay Coordinators
- Reviews, arranges for, tracks, and adjusts when necessary payments for Homestay Families

#### **6. Other:**

- Follows all elements of applicable legislation, and MLI policies and procedures as appropriate for the position, including but not limited to Privacy legislation, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Employment Standards Act, and Occupational Health and Safety Act.
- May provide language support to the sales team and other MLI departments on calls, during student interviews, meetings, dinners, ceremonies, and various events and interpreting material (for incumbents with second and third languages)
- Assists co-workers with their job responsibilities during peak periods.
- Acts as backup to the Homestay Coordinator during periods of vacancy, vacations, etc.)
- Performs any other duty assigned by the Manager

### **Education**

Degree or diploma in a related field of study

### **Experience**

- 3 - 5 years of office experience working in a related field /similar activities or within the International Education business is preferable

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- With overseeing remote direct reports is an asset
- In youth and/or counseling work is an asset
- With sales / marketing / recruitment is an asset
- With Homestay and student housing is an asset
- With a knowledge and understanding of the Canadian Immigration system and its requirements
- 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
- With public speaking is an asset
- Dealing with complex interpersonal situations with colleagues, students, families, etc

### Technical Competencies

- Excellent command of Microsoft Office 365 Suite including advanced skills in Excel, Word, Outlook and Power Point
- Savvy with social media applications
- Demonstrated ability to compose effective business correspondence
- Excellent English written and oral communication skills are required
- General knowledge of international business procedures and customs

### 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 be willing to take calls or work outside of regular work hours, when necessary – and participate in an on call rotation
- 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
- Flexibility in work hours / extended hours where necessary

### Competencies:

- Cultural Awareness and Sensitivity / Interpersonal Understanding
- Customer Service Orientation
- Personal Resilience and Effectiveness
- Planning and Organizing / Project Management/ Results Orientation
- Attention to Detail / Concern for Order/ Quality Orientation
- Coaches / Develops Others
- Conflict Management
- Creative Problem Solving
- Decision Making
- Relationship / Network Building
- Teamwork / Cooperation



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**Working Environment**

This position involves a great deal of travel to local communities and requires the incumbent to work in office, at home, on the road, in community, etc.

**Hours of Work**

This position is based on a 40-hour work-week, hours will vary on a day to day and week to week basis, and may include days, evening and weekends as directed by students and organizational needs.

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