

Job Title: Homestay Coordinator (Contract, part time)
Location: Okotoks, AB

We are specialists in the co-ordination of ESL/homestay and adult learning programs throughout Canadian towns. We offer high quality custom made education programs nationally, as well as high school programs. In the Okotoks Area our focus is currently on short-term groups during the summer season.

The role of the Homestay Coordinator involves locating, selecting and orienting host families before the students' arrival, matching students with host families, monitoring homestay placements during students' stay and completing incident reports (as needed) for all Group and long term Homestay in this area.

In addition, this coordinator will work with the Homestay team at our Vancouver office to ensure consistent high quality of service in delivering homestay experiences. This position has flexible working hours.

Major Duties and Responsibilities:

- Point of contact for Homestay families based in Okotoks area (providing advice and support whenever necessary)
- Recruitment, selection and orientation of host families in the region for Group and long term programs
- Completing profiles for each family and screening families to ensure families meet the criteria to host and have completed a recent police background check
- Matching students with appropriate host families
- Monitoring homestay placements during students' stay
- Providing support to students and host families as problems arise
- Completing monthly Monitoring reports and Incident Reports as necessary
- Growth and management of the host family data base
- Providing guidance and support to Homestay families
- Handling of daily inquiries by host families
- Solving host family and school concerns related to visiting students in the program
- Working with the Homestay team to ensure consistency and quality in service
- Some invoicing and finance

Work Experience required

- Any type of youth and counseling work is an asset
- Experience in the travel or education fields

Skills

- Excellent organizational skills
- Ability to work independently and solve problems
- Ability to remain calm in crisis situations
- Strong problem solving skills
- Excellent oral and written communication skills
- Detail oriented
- Diplomatic
- Strong team-working skills
- Proficiency using Microsoft office applications

Other Requirements

- The position requires a valid drivers license and a reliable vehicle
- This is not a 9-5 job. Position will require someone willing to follow up on student/host issues outside of work hours or in emergency situations as necessary
- Must have a functional PC and cell phone.

Please submit your resume and the application letter to info@mliel.com with "HC Okotoks" in the subject line.