

Job Description Supervisor– Group

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

- Ensures each program has a detailed operations budget that is within the terms of the quotation and enhances the quality of program delivery while maintaining departmentally defined margin goals.
- Audits key programs to assess onsite quality and identify staff training opportunities, quality and process improvements (kaizen model), as well as to develop and strengthen relationships with clients and local school administrators.
- Assists with increasing capacity by:
 - supporting the Manager, Recruitment and Community Development with the cross-cultural knowledge to strengthen existing community relationships and to develop new relationships in existing and new schools and communities to prepare them for additional programs in new seasons or from new markets so they are ready and able to operate a program and understand their role within the project while also working to create realistic expectations by clients of our homestay offerings.
 - supporting the Manager, AYP by assessing how the AYP Group programs are implemented to support the agents, schools and students overseas, while enhancing the corporate capacity goals.
 - supporting the Manager, Inside Sales to create a model which lays out a matrix of communities/schools/contract staff/homestays/rates and their ability to host programs by size, season and market.
 - Assists the Insides Sales team with quotations and oversees the Group Co-ordinators in this activity
 - supporting the sales team with the development and operation of familiarization tours (FAMs) for future groups and site inspections. The FAMs process will be led by the Manager Inside Sales.
- Monitors and analyses current systems and processes
- Provides input into the development of measurement tools to assess quality of service and efficiencies
- Provides input into the development and revision of policies and procedures to improve or enhance the quality of service, efficiency and effectiveness of the Groups Division, and ensures those policies and procedures are implemented.
- Provides input into the creation of tracking systems for groups and individual student placements to ensure deadlines are met for internal and external clients and ensures those systems are implemented.
- Ensures that the quality of the information being provided to all stakeholder is accurate – we aim to be 100% accurate.
- Troubleshoots and problem solves any areas of difficulty and directs staff team to implement plans of action.
- 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.
- Provides relief as necessary for Group Co-ordinators during periods of vacancy, vacations, illness, etc.
- Provides regular reporting and participates in regular meetings with the Partner to ensure cohesive service delivery
- Participates in carrying the emergency line as scheduled.

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- Performs any other duties as assigned.

2. Human Resources Management

- Plans for and oversees the staffing requirement for effective operation of the Groups Department in his or her geographic location
- Participates in the hiring of all Group Coordinators, in conjunction with the Partner.
- Coaches staff via regular 1:1 meetings, goal setting and opportunities for mentoring and staff development and training opportunities throughout the year, with the objective of empowering and holding Group Coordinators to be accountable for their assigned program files, while feeling fully supported by the Supervisor.
- Coaches and develops new staff through a strong onboarding process, giving them the necessary tools, understanding of their responsibilities, authority and limits, empowering them to work both independently on programs and collaboratively on department projects.
- Implements annual performance reviews for Group Coordinators to provide feedback, improve performance and ensure that MLI is delivering the highest quality possible Facilitates a culture of trust by encouraging open communication and regular cooperative dialogue with all department members and other departments.
- Communicates regularly with Managers and senior management on staffing, performance, successes and challenges, with a view to improve our MLI Team.
- Implements established clear communication policies/procedures for all staff (office and field) connected to the Groups Department
- Conducts regular program specific departmental meetings, and inter-departmental meetings to ensure communication is clear within and between departments.
- Supports the Group Coordinators in the hiring and training of a pool of local contract staff (Program Coordinators and ESL teachers) to facilitate seamless program delivery within each assigned community

3. Sales / Marketing

- Supports the efforts of the sales team as MLI expands into new markets
- Assists the Inside Sales team with quotations during periods of peak activity, and oversees the Group Co-ordinators in this activity
- Trains Group Coordinators to understand the quotation process and to be able to create or modify a quotation within established MLI guidelines and targets
- Ensures the Manager, Inside Sales has all current information as new products or new rates for schools and other industry suppliers within their geographic region are updated throughout the year.
- Responsible for the program delivery of various markets with a focus on Japan
- Ensures all quotations are assigned and completed and participates in follow up as needed.
- Oversees the relationships and communications of the Group Co-ordinators including establishing and maintaining excellent relationships with overseas agents who send students to our programs, and work to support their efforts to recruit more students to our program

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- Handles and mediates any problems that may occur with overseas clients
- Provides timely input into the content of MLI's websites, social media including YouTube, Twitter, Facebook page and Facebook group, supporting the marketing strategies and action plans

4. Financial Management

- Implements regional departmental budget.
- Implements regional departmental expense claims and accounts payable.
- Oversees the efficient utilization of program budgets.
- Oversees and approves all client invoicing, and internal invoicing from Homestay
- Oversees the payment of all payroll related data for Program Coordinators and ESL teachers
- Approves the payments of all payroll related data for Group Coordinators
- Makes financially responsible decisions with relation to department expenses, in line with budget.
- Oversees the processing of all accounts payables related to each program to accounting department for payment
- Performs on-the-fly costing and mathematical calculations related to bookings, etc.

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 supervisory 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, agents, etc.

Technical Competencies

- Excellent command of Microsoft Office 365 Suite including advanced skills in Excel, Word, Outlook and Power Point
- Proficient with financial transactions related to costing and sales, invoicing and payments – extensive use of Excel

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- Experience with invoice and payment approvals, customer payments and refunds
- Experience implementing 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 can process these in a timely and efficient manner each day
- Savvy with social media applications
- Demonstrated ability to compose effective business correspondence
- Bilingual English and Japanese with excellent written and oral communication skills in both languages.

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:

- Cultural Awareness and Sensitivity / Interpersonal Understanding
- Customer Service Orientation
- Personal Resilience and Effectiveness
- Planning and Organizing / Project Management/ Results Orientation
- Coaches / Develops Others
- Conflict Management
- Creative Problem Solving
- Decision Making
- Holds People Accountable
- Leads Others
- Relationship / Network Building
- Strategic Thinker / Organizational Awareness
- Teamwork / Cooperation

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 decisions quickly. This position involves



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

Hours of Work

This position is based on a 40-hour work-week, hours will vary on a day to day / week to week basis, requiring work outside of office hours and flexibility of hours during peak seasons, including days, evenings and weekends as directed by the group programs 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