

Job Description Coordinator – Groups

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

3. Administration and Data Management

- Receives and processes confirmed group bookings
- Monitors the progress of the program and files any necessary incident reports
- Maintains detailed, accurate and up-to-date files on all aspects of each group in both electronic (database) and paper formats
- Ensures database is current and maintained
- Handles daily and general office administration functions
- Works with confidential information

4. Communications / Relationships

External

- Liaises with International and Domestic Contacts, Agents, and Sales Support teams, educating them regarding MLI's programs
- Establishes and maintains excellent relationships with agents and supports their efforts for recruits toward our program(s)
- Handles and mediates any problems that may occur with clients
- Responds to inquiries, liaises, and communicates with prospective applicants
- Communicates with various parties in-person, by phone and email, ensuring all goals are met for program arrangements beginning to end.
- Participates in welcome ceremony to ensure a smooth process and liaises with clients, program staff, and students
- Attends client dinners, ceremonies, and various events outside of normal business hours.

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

- 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

5. Human Resources

- Hires and trains local contract staff (Program Coordinators and ESL teachers) to facilitate seamless program delivery within each assigned community
- Provides support to local contract staff, in person, by email and phone.

6. Financial

- Reviews, approves, and forwards all payroll related data for Program Coordinators and ESL teachers to the Supervisor for an approval
- Reviews, approves, and forwards all accounts payables related to each program to Supervisor for an approval of payment
- Performs on-the-fly costing and mathematical calculations related to bookings, etc.

Job Description Coordinator – Groups

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

7. 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
- Assists co-workers with their job responsibilities during peak periods
- Provides **Japanese** language support to the sales team and other MLI departments during calls, meetings, dinners, ceremonies and various events, and interpreting material
- Acts as backup or in place of the Program Coordinator during periods of vacancy, vacations, illness, etc.
- Performs any other duty assigned by the Supervisor

Education

Degree or diploma in a related field of study

Experience

- 3 +years of working within the International Education business
- Experience in program coordination, event planning, tourism, or similar
- Working knowledge and understanding of the Canadian High School Education system and policies on student admissions
- 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 (colleagues, students, families, etc.)

Technical Competencies

- Excellent command of Microsoft Office Suite
- Savvy with social media applications
- Demonstrated ability to compose effective business correspondence
- Excellent English and **Japanese** written and oral communication skills are required (bilingual)
- General knowledge of international business procedures and customs
- Proficient in Mathematics related to costing and sales

Other Requirements

- Valid driver's license and eligibility to rent a vehicle; comfort in driving with other passengers and/or long distances
- The candidate must be willing to take calls or work outside of regular work hours, when necessary
- 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

Job Description Coordinator – Groups

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

- Legal status to work in Canada – if working visa, the validation date at least 2+ years
- 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

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 the group program 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