



Canada Homestay International

Job Description – Relationship Manager

CHI Relationship Managers (RMs) support all of the communities that CHI serves. CHI Relationship Managers are responsible for ensuring the overall success of the program in their community, by:

- * developing a host network;
- * matching students with suitable host families;
- * providing support for student and host relationships;
- * communicating in a collegial way with colleagues.

All RMs must have readily accessible and cost effective transportation appropriate for these responsibilities; a cell phone for emergency support, a digital camera and high speed internet access.

RMS will be able to demonstrate personal integrity and transparent motives consistent with CHI's vision and mission. They will have a ready acceptance of their personal and corporate accountability for stewardship of the common good and perseverance to achieve satisfactory outcomes.

RMs will also demonstrate appropriate technical skills and computer efficiency. The job requires a very high level of computer literacy in a Mac OSX environment, dealing with a sophisticated database and other applications.

This position regularly presents challenges in conflict management and change management. Candidates must be able to demonstrate excellent problem-solving and decision making skills.

Interest and experience with other cultures and fluency in another language are strong assets.

1. Communicate with colleagues, clients, students and hosts on a regular basis following CHI policies and protocols for methods, timing and documentation of all such communications;
2. Process student applications from initial receipt through to final due diligence in the matching process;
3. Recruit, screen and interview potential host families, following all CHI protocols for due diligence;
4. Maintain data integrity in the company database on a regular basis;
5. Monitor and manage student-host relationships, document and correspond with colleagues for second opinion and support;
6. Support the continual improvement of CHI programs and services through administration of evaluation forms and other methods of feedback;
7. Conduct host training and orientations as needed;





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8. Provide on-call support to hosts and students on a rotating schedule;
9. For Independent language school students, conduct student orientations, collect fees, monitor payments and record all transactions;
10. For groups, manage group arrival and departure logistics and provide emergency support for the duration of the stay in Canada;
11. For academic year program students, conduct student orientations, manage arrival and departure logistics, provide custodianship services and other services as negotiated with each client;
12. Attend CHI training seminars, workshops and AGMs;
13. Contribute to the further development of CHI's corporate and individual intellectual property, through suggestions for improvements in our systems and procedures;
14. Assist when necessary in the management of ad hoc projects to support initiatives in other communities and overseas travel;
15. Participate in CHI's annual performance review and planning process in consultation with the Managing Director;
16. Contribute to continuing growth and profitability through improved understanding of the overall cost required to service our many stakeholders in the most effective, efficient and economical ways and means; and
17. Any other duties assigned to you by the Managing Director of CHN.

You understand that CHN may, from time to time and in its discretion, change your responsibilities and this Job Description due to our business needs.

You are also expected to do the following:

- Submit, on a bi-monthly basis, claims for hours worked and related expenses;
- Maintain records of all kilometres traveled on behalf of CHN outside of their designated area (given approval to do so by CHN); and
- Retain copies of all receipts associated with such services as photo copying, postage etc. relating to CHN business.