



# The Canada Homestay Network

## Job Description – Host Ambassador

### Summary

Canada Homestay Network (CHN) Host Ambassadors support all of the communities that CHN serves. Host Ambassadors are responsible for ensuring the overall success of the program in their community by developing a thriving host network that enhances CHN's reputation for stellar host families.

All Host Ambassadors 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.

All CHN colleagues demonstrate personal integrity and transparent motives consistent with CHN's vision and mission. They have a ready acceptance of their personal and corporate accountability for stewardship of the common good and perseverance to achieve satisfactory outcomes. Host Ambassadors must also demonstrate appropriate technical skills, attention to detail, excellent problem-solving skills and sound judgment.

#### Host Ambassador Philosophy:

- Deliver meaningful and effective host care through acknowledgement, authenticity, and understanding unique needs;
- Uphold the highest level of Customer Service by being flexible, attentive, reliable and responsive with our clients and colleagues;
- Take ownership and follow-up (TOFU) – take ownership over the customer experience and provide thorough follow-up, collaborating with team members when necessary; and,
- Communicate and develop effective working relationships with colleagues, clients, students, agents, and hosts following CHN policies and protocols for methods, timing and documentation of all such communications and transactions.

#### Responsibilities:

- Conduct in-person interviews/visits (for new hosts) and revisits (for existing hosts) at their homes to ensure the rooms and family environment meet the required standards (See Interview/Home Visit Guide);
- Conduct pre-screen calls and enter data into our host database;
- Conduct host annual reviews;
- Enter data and supporting documentation (ie. criminal record checks, host agreements, etc.) following all CHN protocols for due diligence and data integrity;
- Field inquires from prospective hosts;
- Assist prospective hosts with the host application process;
- Provide assistance to hosts with the Host Portal and Bridge Learning Centre;
- Follow-up on unconverted or stalled Host leads;
- Liaise with the local Relationship Manager to resolve outstanding host due diligence;
- Assist with host recruitment and retention initiatives, ie. Host recognition, referrals, Host orientations etc.; and,
- Document and upload all relevant details of an interview in the Company Database within 24 hours of a home visit.

#### Knowledge, Skills & Abilities:

- Excellent sales and interpersonal skills with the willingness and ability to promote and sell the CHN Host program;
- Positive communication skills including conflict resolution;
- Ability to work in a team and maintain and develop relationships with colleagues and their local community;
- Working knowledge of database software products as well as online communication tools (preferably Excel, Word, Filemaker Pro, and Skype);



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- Working knowledge of utilizing an email client or webmail;
- Effective business writing skills, strong problem solving and organizational skills, including attention to detail;
- Knowledge of CHN policies and procedures;
- Knowledge of international students and their cultures;
- Fluency in French is mandatory for positions in Quebec.

### **Working Conditions:**

- Open availability and flexible working hours including weekdays, weeknights and weekends;
- A word processing application capable of reading and saving documents created in Microsoft Office Word;
- High-speed Internet access and at least 70GB of storage available if using a personal computer; All crucial data is maintained on the CHN server and associates are responsible for acquiring the bandwidth necessary to access this data and related functionality;
- Adobe Reader (this is available as a free download from the Adobe website);
- Readily accessible transportation appropriate for these responsibilities (a minimum of \$2 million auto insurance is required when using a personal vehicle);
- Cell phone with adequate coverage for emergency support while on call in order to provide on-call support to hosts and students on a rotating schedule;
- Digital camera, or other device capable of taking digital photographs.

### **Other Documents:**

- Performance Expectations – All Colleagues
- Interview/Home Visit and Revisit Compensation Policy
- Host Revisit Policy
- Interview Policy
- Interviewer Performance Expectations

CANADA HOMESTAY NETWORK IS COMMITTED TO THE PRINCIPLES OF EMPLOYMENT EQUITY.