



The Canada Homestay Network Society

Bringing international students and Canadian host families together SM

Job Description – On Call Host Ambassador (Victoria)

Summary

Canada Homestay Network (CHN) Host Ambassadors support all 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 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, hosts, 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 to validate the information that was given during the virtual interview (See Interview/Home Visit Guide);
- Email data and supporting documentation (ie. criminal record checks, host agreements, etc.) following all CHN protocols for due diligence and data integrity;

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 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;



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- 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;
- Digital camera, or other device capable of taking digital photographs.

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