

## **BILINGUAL COORDINATOR, EDUCATION OPERATIONS**

### **Overview of Role:**

Reporting to the Director, Partner School Programs, the ideal candidate is a self-directed, resourceful, detail-oriented individual who is professional and adept in managing multiple priorities in a role. The Coordinator will oversee the administration of the ICD.D examination process, Montreal DEP and Not-for-Profit Governance Essentials Program. They will perform administrative tasks, and provide our members with exceptional customer service in both English and French. We are seeking a team player who works well with deadlines and has meticulous organization, time management and communication skills. This position will provide the right individual with an opportunity to work and to interact with leaders from Canada's corporate and not-for-profit sectors.

### **Key Accountabilities:**

- Main point of contact for any French enquiries related to educational offerings.
- Provide excellent customer service, both internally and externally, to exceed expectations.
- Administration and facilitation of the ICD.D examination process.
- Administration of the Montreal DEP with support of Program Officer in charge of DEP offerings.
- General (pre and post) administrative coordination of Not-for-Profit Governance Essentials Program.
- Initiates course setup in the CRM and collaborates with other departments to ensure courses are setup correctly and in time to accept online registration.
- Ensure the online application forms and confirmation emails are up-to-date and applicants are enrolled correctly.
- Coordinate tracking and evaluations for Not-for-Profit Governance Essentials, with oversight from Director, Partner School Programs.
- Liaise with IT to ensure course registrations are set-up within appropriate timelines.
- Liaise with Marketing and update website as required.
- Other course- and examination-related duties as assigned.

### **Qualifications:**

- Superior English-language written and oral communication skills.
- Superior French-language written and oral communication skills.
- Related experience in executive education or conference delivery.
- Previous experience working with senior professionals and corporate clients an asset.
- Strong organizational ability, high attention to detail and accuracy in all aspects of work.
- Demonstrated exceptional performance through time management, problem-solving and respect for deadlines in a fast-paced environment.
- Persistent, innovative and forward thinking.
- Excellence in customer service.
- Highly motivated with the ability to take initiative to drive excellence.
- Ability to work independently and as part of a team.
- Strong computer skills in Microsoft Office programs (working knowledge of iMIS and/or Brightspace LMS an additional asset).
- Ability to deal with confidential matters appropriately.
- Strong commitment to the ICD's values.