

Job Posting: Program Coordinator, Groups

Department: Program Delivery and Enrollment

Reports to: Director of Studies & International Education Coordinator

Location: Ottawa-Carleton Education Network (OCENET), Ottawa, ON

Status: Full-Time, Permanent

About OCENET:

The Ottawa-Carleton Education Network (<https://ocenet.ocdsb.ca/>) is a leader in international education, facilitating student exchange programs and educational experiences for international students. We are committed to providing exceptional educational services and fostering intercultural exchange. We are currently seeking a **Program Coordinator, Groups** to join our dynamic team.

Position Summary:

The **Program Coordinator, Groups** is a key role within our Program Delivery and Enrollment team. The successful candidate will be responsible for coordinating both short- and long-term international programs contracted to OCENET by our global partners. This includes overseeing program enrollment, facilitating program delivery, and ensuring smooth communication between students, parents, homestay families, agents, and schools. The Program Coordinator plays a crucial role in ensuring that students have a seamless and positive experience from the moment they apply to the completion of their program.

Key Responsibilities:

Program Enrollment:

- Review, verify, and process student applications, issuing required documents to all parties.
- Enter all applicant data into the OCENET database.
- Prepare and issue offers of admission and acceptance letters.
- Collaborate with the marketing team to confirm agency contracts.



- Greet and assist new students during assessment and orientation days.
- Ensure all student documentation (e.g., passports) is accurate and complete.
- Review online assessments to ensure students meet the English language requirements.

Program Delivery:

- Communicate with students, parents, homestay families, agents, chaperones, principals, and schools regarding program-related inquiries.
- Ensure all parent/guardian consent forms are obtained.
- Confirm student arrival details and communicate with all involved parties.
- Coordinate homestay requests and applications with Homestay Canada.
- Confirm receipt of notarized custodianship documents between parents and homestay providers.
- Collect and verify student immunization records for Ottawa Public Health.
- Manage communication regarding student progress and send report cards to agents as required.
- Organize orientation kits and support student social events.
- Assist with any additional duties as assigned by management.

Qualifications:

Education:

- A post-secondary degree or diploma in a related field (e.g., office administration, education) is preferred and an additional language other than English and French is an asset. Equivalent combinations of education and experience may be considered.

Experience:

- Minimum of 3–5 years of relevant experience in an office environment.

Skills & Knowledge:

- Prior experience in the education sector is an asset.
- Proficiency in Microsoft Word, Excel, and PowerPoint.
- Strong organizational, problem-solving, and time management skills.
- Fluency in a language other than English is an asset.
- Must be legally entitled to work in Canada in accordance with relevant legislation.

Core Competencies:

- **Stakeholder Satisfaction:** Committed to enhancing stakeholder satisfaction, managing expectations, and resolving problems effectively.
 - **Integrity:** Honest, accountable, and trustworthy with strong ethics and confidentiality.
 - **Intercultural Proficiency:** Values diversity and communicates effectively with individuals from different cultural backgrounds.
 - **Team Building:** Collaborative, supportive, and fosters a positive team environment.
 - **Decision Making:** Exercises sound judgment and makes timely, informed decisions.
 - **Quality:** Pays attention to detail and strives for continuous improvement in all areas of work.
 - **Innovation:** Creative and adaptable, open to new ideas, and always looking for ways to improve.
 - **Communication:** Effective communicator, both verbally and in writing, with the ability to present concise and relevant information.
 - **Self-Motivation:** Proactively sets and pursues goals, demonstrating initiative and a strong work ethic while taking ownership of tasks and driving continuous improvement.
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How to Apply:

Interested candidates are invited to submit a resume and cover letter detailing their qualifications and experience by Nov. 30th. Please apply via email to geoff.best@ocdsb.ca

OCENET is committed to building a diverse workforce and encouraging applications from all qualified individuals. We thank all applicants for their interest, but only those selected for an interview will be contacted.

