



## **CERTIFICATION COORDINATOR**

**Position:** Certification Coordinator

**Reports to:** Office/HR Manager

**Location:** Ottawa, Ontario

**Part-time:** 25 hrs/week

**Contract:** One year (with the possibility of extension)

**Rate:** \$18 - \$20/hr, depending on experience

**Start date:** Immediately

### **Job Summary**

TESL Canada (Teachers of English as a Second Language in Canada) is the national federation of English as a Second Language teachers and others interested in teaching ESL. It is dedicated to advancing communication and coordinating awareness of issues for those concerned with English as a Second Language and English language skills development.

TESL Canada is a national non-profit membership organization that requires a part-time Certification Coordinator with the ability to support and contribute to organizational performance and excellence. He/she is a member of the administrative team and reports to the HR/Office Manager.

### **Job Duties and Responsibilities:**

- Provide administrative support to TESL Canada's National Standards & Certification programs, including liaising with applicants, preparing and processing applications
- Prepare application files, perform initial application evaluation, and forward file for adjudication once complete
- Communicate with applicants and institutions to respond to or redirect general inquiries, follow up on missing or incomplete support documentation and provide status updates

- Escalate questions and issues to the HR/Office Manager and TESL Canada Standards Committee for evaluation, when required
- Maintain and keep up-to-date multiple databases and lists, in the areas of certification, teacher training, and membership
- Process membership and certification related invoices and payments
- Develop, maintain and provide regular reports on certification metrics
- Work closely with the administrative team to implement a TESL Canada CRM
- Basic office administration, filing, document management
- Provide support for the National conference as needed
- Perform such other administrative tasks as may be assigned by the HR/Office Manager or Executive Director ED from time to time

### **Job Qualifications:**

- Interest in Teaching English as a second Language sector
- Bachelor or College degree in a related field and/or Business Administration
- Two (2) years' experience in a similar role, preferably in the area of certification
- Excellent customer service skills, client service-oriented
- Strong English oral and written communication skills, knowledge of French an asset
- Ability and comfort working in a multi-cultural environment
- Careful attention to detail with the ability to work under pressure, tight deadlines and with multiple priorities
- Ability to work independently, as well as within a team. Must be flexible and adaptable
- Advanced administrative and computer skills, including MS Word, Excel, Outlook, general databases, and CRM
- Working knowledge of Quickbooks, PayPal and Moneris, an asset

Please send your cv and a cover letter by email to the HR/Office Manager at [officemanager@tesl.ca](mailto:officemanager@tesl.ca), noting Certification Coordinator in the subject line. Your application may be submitted in either Word or PDF format. The deadline to submit applications is February 15, 2017. However, **please note that we will begin to review applications immediately.**

We thank everyone for their applications but we will only be contacting those candidates that have been short-listed for the position.

For more information on TESL Canada please visit our website at [www.tesl.ca](http://www.tesl.ca).

*TESL Canada is an equal opportunity employer and believes in an inclusive environment. We welcome applications from all individuals. Should you require accommodation during the interview process, please notify the HR/Office Manager.*