

Bilingual Program Manager (International Education)

Reference No.: 1D07B
Language: Advanced English, Advanced French
Location: Ottawa-Ontario
Salary: 75K
Benefits: Included
Account Manager: Marijke Kanters
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Job Type: Contract

Description

Great new opportunity! Looking for an experienced Bilingual (French & English) Account Manager/ Program Manager with experience within the International Education field and/or Mental Health initiatives in a campus environment. Proven experience with development and executing program/ project management activities. Full time, permanent position. This role requires 25% of travel across North America (mainly Canada). Will receive Company Credit Card for travel expenses. Reimbursement for mileage. Must have valid drivers license. Must be based in Ontario - ideally in Ottawa area. This is an 18-month contract position. Salary 70K - 80K, full benefits & RRSPs after 6 months.

Responsibilities

- Implementing, launching and supporting the program at various institutions across North America (predominantly Canada), sometimes simultaneously
- Drive awareness of and engagement with the program through various initiatives, including orientations, focus sessions, safeTALK workshops, marketing, communication, etc.
- Leading program implementation with clients to ensure that they have what they need to properly promote and introduce the program
- Lead client facing activities, including presentations, orientations, process training and stakeholder meetings
- Contributing to long-term program engagement goals
- Creating comprehensive reports for stakeholders that demonstrate program uptake and making engagement recommendations based off of the trends
- Creating usage summary and trend analysis reports for clients at regular intervals
- Nurturing constant feedback loops through surveys, anecdotes and data to assess program implementation strengths and identify areas for improvement to ensure client satisfaction
- Ensuring goals are met in areas including customer satisfaction
- Implementing changes and interventions to ensure project goals are achieved
- Organize and/or attend conferences and other events to promote the program
- Develop a consultative relationship with each partner and work to promote client retention and consult with Program Director on potential campus expansions
- Collaborate with and support Executive team, Sales team, Suppliers, Partners, Admin team, Ambassadors, etc.
- Contributes to projects and initiatives as directed by the Program Director and/or Program Manager
- Other duties and responsibilities as reasonably required

Qualifications

- Superior verbal and written skills in French and English
- Must have a completed University Degree and/ or College Degree
- 3 - 5 years of proven experience with development and executing program/project management activities
- Excellent working knowledge of the International Education field and/or Mental Health initiatives in a campus environment
- Critical and analytical thinking
- Ability to work with large data sets and identify data trends
- Superior communication skills (verbal and written)
- Strong organization and planning skills
- Ability to work with minimal supervision
- Ability to manage confidential information with discretion and tact
- Strong leadership and interpersonal skills with excellent verbal and written communication skills to:
 - Build and maintain relationships with students and staff
 - Deliver presentations & develop reporting materials for audiences at various levels
- Self-motivated, strategic thinker with an entrepreneurial spirit and ability to work independently
- Ability to work in a fast-paced environment and maintain flexible hours to support Account Managers, College & University Staff and Campus Ambassadors
- Solid teaming skills to work collaboratively in a positive, energetic and outgoing manner
- Comfortable adapting to new situations with the ability to perform well and problem solve in dynamic situations
- A strong attention to detail with the ability to multi-task
- Tech-savvy with experience using Microsoft Office (Word/Excel/Outlook - Intermediate, PowerPoint - Advanced) as well as social media (Instagram, Facebook, TikTok, LinkedIn)
- Additional language capabilities and experience studying or working in another country is an asset
- Ability to travel; 25% of time includes travel almost exclusively in North America