

COORDINATOR, EDUCATION OPERATIONS

Overview of Role:

Reporting to the Vice President of Education, and working closely with the Manager of Education to assist in the delivery of our suite of leading director education courses and events (www.icd.ca/Courses.aspx) by performing administrative tasks, providing exceptional customer service and assisting the Education team as needed.

The ideal candidate is a self-directed, resourceful, detail-oriented individual who is professional and adept at managing multiple priorities in a role. 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 in a dynamic office in the heart of downtown Toronto and to interact with leaders from Canada's corporate and not-for-profit sectors.

Key Accountabilities:

- Liaise with customers, partners & suppliers for seamless course delivery.
- Cheerfully & effectively providing assistance to, and information for, participants prior to, throughout, and upon completion of courses.
- Provide excellence in customer service, both internally and externally, to exceed expectations.
- Assist with DEP application review preparations and module movements, as necessary.
- General administrative coordination of the NFP course, NFP 101 Workshops and the Board Dynamics for Executives Program.
- Support the Manager of Designations with the administration of the ICD.D designation process.
- Oversee the administration of the RBC Not-For-Profit Scholarship awards.
- Assist with the coordination of custom course delivery.
- General administrative coordination of short courses as required.
- Assist with material updates as required.
- Act as on-site planner for courses, as necessary.
- Other course-related duties as assigned.

Qualifications:

- 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.
- Superior English-language written and oral communication skills (French language skills would be an asset).
- Ability to work independently and as part of a team.



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- Strong computer skills in Microsoft Office programs (working knowledge of iMIS an additional asset).
- Ability to deal with confidential matters appropriately.
- Professional appearance and confident approach.
- Strong commitment to ICD's values.