

JOB DESCRIPTION

Our Organization

The Haven offers online and on-campus group programs that help people build richer relationships with themselves and others. For more than 35 years, The Haven has developed innovative approaches to teaching and learning, challenging thousands of people to define and shape their own lives. Our resort and educational centre on Gabriola Island offers a natural environment that supports personal, professional and group exploration and learning. We encourage you to learn more about us on our website and on social media @havengabriola

The Position

The Online Programs Coordinator is responsible for supporting the Online Community & Programs Manager and the Haven in developing and delivering outstanding online programming.

The Candidate

You love spreadsheets and enjoy collecting, tracking, analyzing and reporting on data. You are a curious person and find fulfilment through opportunities to experiment and improve, incorporating data, feedback, and experience. You are creative and enjoy engaging with others. You have a knack for creating efficient processes and are highly organized and detail oriented. You are self-motivated to accomplish strategic goals and you take initiative to ask questions and communicate project status updates. You thrive under multiple projects and deadlines. You enjoy working independently and are also a supportive team member. You possess strong written and verbal customer service and communication skills. You patiently provide technical support on a variety of platforms and are friendly, welcoming, and exude calm under stress. You care about working for a not-for-profit organization that provides people with opportunities for personal growth, healing and transformation. You are passionate about inclusion and motivated to create more diverse and accessible online spaces for all people.

Specific Responsibilities Include:

- Assist in research and development of online program strategy
- Collect and organize facilitator information and track administrative details and deadlines, including contracts
- Build and test program registration in Retreat Guru, incorporating all details
- Compile facilitator and program feedback for evaluation and reporting
- Collect, track, manage, and analyze program registration stats and create reports
- Create and improve on processes for collecting and managing data
- Provide technical support and/or moderation for online facilitators and participants
- Provide key data insights and reports to facilitators pre and post program
- Collect, organize and distribute program-related materials to participants
- Schedule program-related emails and send email reminders to participants

- Research thought leaders and topics for online programming, keeping in mind the Haven's commitment in enhancing diversity, inclusion, and accessibility.
- Support marketing coordination between marketing team and program leaders
- Assist in the development of eCourses and implementation of new LMS software
- Organize and oversee post-production for program recordings and support strategy for online content management
- Other duties as required

Desired Qualifications & Skills:

- Self-motivated and proactive
- Critical thinker who asks 'why'
- Commitment to confidentiality
- Strong customer service skills
- Positive attitude
- Flexible and adaptable
- Works independently and as part of a multidisciplinary team
- Completes work and responds to requests/queries in a timely manner
- Possesses an entrepreneurial spirit and continuously innovates to achieve great results
- Gives and receives feedback
- Accountable and reliable

Compensation:

This is a full-time, remote position with preference given to those who can occasionally be on site at The Haven's location on Gabriola Island, **when** necessary.

Compensation is commensurate with skills and experience. Haven offers an attractive benefit package including paid sick leave, two weeks' vacation increasing with length of service, and a comprehensive benefits plan after the successful completion of a three-month probationary period.

How to Apply:

Please submit your resume (2-page max) and cover letter (1-page max). Let us know how you found out about the position in your cover letter.

Apply here: https://havenalive.formstack.com/forms/haven_job_application

Apply by: We hope to fill the position asap and the position will remain open, until it is filled.

The Haven is committed to inclusion and diversity within its community and welcomes all applicants including but not limited to: Aboriginal peoples, visible minorities, all religions and ethnicities, persons with disabilities, LGBTQIA2S+ persons, and all others who may contribute to the further diversification of ideas. If you require special accommodations at any stage of the recruitment process, please indicate this in your cover letter.