



277 Wellington Street West
Suite 808
Toronto, Ontario
M5V 3E4 Canada

T 416 977 1117
F 416 977 7066

Job Posting - Education Manager

Chartered Business Valuators (CBV) Institute is a global leader in the exciting and evolving business valuation profession and is Canada's only designation dedicated to business valuation since 1971. With CBVs across Canada and around the world, we uphold the highest standards of business valuation practice through education, accreditation and governance of the CBV profession. CBV Institute is a leader in the international valuation community and is committed to advancing professional excellence for business valuation globally.

CBV Institute is looking to hire a self-motivated full-time Education Manager with exceptional communication skills to join our Education Team and enable the effective delivery of the CBV Institute's Program of Studies and Membership Qualification Examination. The Education Manager will report to the Director of Education and will supervise the Education Coordinator. The Education Manager will work closely with both of these individuals as well as other staff members at CBV Institute. The Education Manager's work will encompass various administrative, strategic, and customer-service functions, and the individual will be one of the Institute's front-line staff serving its over 500 students.

Duties:

- Manage relationships and communications with students (who are adult professionals), including updating/drafting communications, responding to escalated inquiries and providing advice, managing academic accommodations, and handling complaints.
- Management of the examination process in the Program of Studies and Membership Qualification Exam, from an administrative/ logistical/ quality control standpoint.
- Work and manage relationships with various external organizations, vendors, and parties with which the Institute liaises.
- Collect, analyze, assess, and summarize information for decision making processes (i.e., for use in meetings/ presentations); and attend internal and external meetings, as required.
- Organize, coordinate, and assist with promotional and marketing initiatives and events related to the Program of Studies.

- Support the continuous improvement of the Program of Studies by identifying deficiencies and opportunities, and providing recommendations to the Director of Education and participating in special projects.
- Update and maintain records and databases as required.
- Work in accordance with the Institute’s policies and procedures pertaining to education and accreditation.

Qualifications:

- Post-secondary 4-year honours Bachelor’s degree (a Masters degree would be an asset).
- A minimum of 5-8 years of relevant experience. While experience does not necessarily need to be in education, experience in an adult education or professional organization/ association setting (i.e., dealing with adult students and/or financial professionals) would be a strong asset.
- Strong verbal communication skills and exceptional written communication skills, including clear articulation of messaging and proofreading/editing skills.
- Ability to deal with individuals sensitively, tactfully, diplomatically and professionally at all times, including the maintenance of confidential and/or sensitive information.
- Ability to work with teams (within and external to the Institute) as well as autonomously.
- Ability to connect with diverse audiences and have cultural awareness.
- Ability to manage and prioritize multiple projects and excel at time management, with a high degree of attention to accuracy and detail.
- Ability to work with a “big picture” mindset and demonstrate problem-solving skills.
- A high degree of professional integrity, ethics, and confidentiality
- Intermediate-level knowledge of Microsoft Office
- Experience with working in learning management platforms or systems (such as Moodle, Examity, etc.), databases, and CRMs would be a strong asset
- Ability to communicate in French would be a strong asset

What We Offer:

The position offers an attractive total compensation package, including a base salary; performance-based bonuses; extended health and dental coverage, and other staff wellness benefits; an employer-sponsored RRSP; and ongoing support in learning and training related to the job.

This position also offers flexible working solutions. The individual will be required to work in-person at the Institute’s office one day per week, with the remainder of the week working remotely. Additional in-person days are expected later in 2024.

The Education Manager's hours of work will be 9am-5pm, Monday-Friday, with overtime required on occasion.

We Appreciate Your Interest In This Position

All candidate applications are reviewed. Should your qualifications and experience meet the requirements of this role, a member of our recruitment team will contact you.