

Manager, Marketing and Administration, York University English Language Institute (YUELI)

Now in its 50th year, [York University](#) offers a world-class, modern, interdisciplinary academic experience in Toronto, Canada's most multicultural city. As Canada's third largest university, York is at the centre of innovation with a thriving community of almost 60,000 faculty, staff and students who challenge the ordinary and deliver the unexpected.

The York University English Language Institute (YUELI) is a full cost-recovery unit, offering a range of specialized non-degree courses to meet the needs of specific groups of students, many of whom are from overseas. The primary focus of YUELI's courses is on the teaching of English to speakers of other languages. As a revenue centre for the University, the efficient running of all services provided is one the keys for its survival. Areas of responsibility for this position include the design and management of work processes for all non-academic service delivery, enquiries and registration, student services, including homestay, marketing, and human resource management.

In this excellent temporary opportunity, the Manager, Marketing and Administration is accountable for the effective and innovative delivery of all YUELI's non-academic services, including Human Resource Management, Marketing, Strategic Planning, Health and Safety.

Education:

A university degree in a relevant area is required - a business-related, or ESL-related, degree would be an advantage. Professional training in business administration would be an asset, as would an advanced degree in a business-related subject area.

Experience:

A minimum of three years experience in management (ideally in a unionized environment). International marketing and recruiting experience required. Private sector experience and/or ESL experience would also be an advantage.

Skills:

High level of customer service skills and professionalism, effective administrative, team-building and coaching/training skills. Demonstrated successful experience with clients/students from other cultures and/or countries strongly preferred. Critical attention to detail; demonstrated skill in report writing; proven ability to identify and analyse problems as well as develop and implement solutions; independent decision-making; effective oral and written communication skills; effective interpersonal skills; well-developed abilities in selecting, mentoring and supervising staff; skills in conflict resolution. Good understanding of data usage and management, demonstrated experience in using technology to improve operational efficiency. Proven collegial and consultative management style. Given the nature of YUELI's clientele, additional language skills such as Mandarin Chinese, Cantonese, Korean, Japanese, Farsi, Arabic, Russian or Turkish would be an asset.

We offer comprehensive benefits and access to superb educational and recreational facilities. **For full position details**, qualifications and application procedures go to www.yorku.ca/jobs.

Posting Date:	April 6, 2010
Posting Number:	6872
Salary:	Hiring Salary Range: \$58,797 - \$66,147 Maximum of Salary Range: \$80,846
Hours Of Work:	8:30 am - 4:30 pm
Duration:	Temporary Full-Time
Affiliation:	CPM

How to Apply: Please email a complete application package, which includes an [application form](#), covering letter and resume, and quote **Posting Number 6872** in the subject of the email to jobs@yorku.ca. The *application form and complete position details can be found at* www.yorku.ca/jobs.

Thank you for your interest in York University. Only those selected for an interview will be contacted. York University is committed to Employment Equity and encourages applications from all qualified candidates.