



JOB DESCRIPTION

The Travel Industry Council of Ontario (TICO) is an organization mandated by the Ontario government to administer the Ontario *Travel Industry Act, 2002* and Ontario Regulation 26/05 which governs all of the approximately 2,300 travel retailers and travel wholesalers registered in Ontario. In addition, approximately 79,000 individuals have successfully written TICO's travel counsellor and/or Supervisor /Manager exams to obtain their TICO Certification to allow them to sell travel services on behalf registered Ontario travel retailers. TICO also administers an industry-financed Travel Compensation Fund. At TICO, we are an organization that embraces inclusion and fairness. We are committed to fostering a culture of inclusivity, equity and accessibility for all. As a team, we celebrate diversity in all its forms while encouraging individual growth and innovation, because we feel it makes for an inspiring workplace where people are empowered and engaged. Our diverse team of employees enables us to grow and learn, and encourages us to be better and do better, at work and beyond.

Job title	Education Specialist
Reports to	Vice President, Operations

Job purpose

The Education Specialist involves a combination of strategic insight and operational competency to oversee and lead the successful evolution of TICO's educational program. The role will be involved with strategic development, design and content creation of educational materials leveraging technology in the execution of entry-level requirements and continuous education of all registrants. This role will assess the necessary resources and investment to enable TICO to achieve a high quality, sustainable educational program consistent with its Mission.

Key Competencies

- Demonstrated expertise and knowledge of adult learning best practices and service delivery channels;
- Strong leader with excellent communication skills, orally and written, with a capacity to understand complex demographical differences to optimize education delivery;
- Strong aptitude for teamwork and a desire to work across departments, and externally, to achieve goals;
- A focus on high-quality service excellence, understanding best practices, measurements and modern customer service practices;
- Embraces change management, innovation and technology in the delivery of optimal programs.

Duties and responsibilities

- Support Leadership Team in the development, design and execution of education programs to registrants;
- Provide leadership in development e-Learning programs, while ensuring all registrants can obtain the necessary educational requirements regardless of medium;
- Lead and participate in the development, implementation and management of continuous education programs to registrants;
- Manage third-party relationships associated with the infrastructure and ongoing delivery of education programs;

- Facilitate and assist in development and maintaining of relationships with Ontario educational institutions associated with travel programs, including monitoring of institutional success in the delivery of consumer protection legislation;
- Manage existing education curriculum, including study manuals and guides ensuring materials are current, maintained and updated as required;
- Manage exam banks, and associated processes, ensuring exams are current, secure and administered fairly;
- Oversee budget and ongoing monitoring of education related revenues and expenses;
- Functional management of all education related policies, procedures and practices;

Qualifications

- University Degree and/or College Accreditation in education related studies;
- Demonstrated skill in written communication consistent with environments of students across multiple demographics, communities, including where English is a second language;
- Experience within an educational system, or similar body with overall responsibility for broad-based education design and delivery;
- Strong analytical skills, including ability to identify and analyze emerging issues and trends
- Demonstrated standard of professionalism;
- Possesses excellent communication skills, both written and verbal;
- Excellent organizational and interpersonal skills;
- Ability to use initiative and work independently and as part of the team;
- Proficient computer skills including Microsoft office, Word, Excel, outlook applications;
- Proficiency in French language
- Knowledge of the *Travel Industry Act, 2002*, and the Ontario Regulation 26/05 desirable.

Working conditions

- Sitting for extended periods of time;
- Documentation is key component of the role and a significant amount of time involves data capture on a laptop/desktop;
- Some travel is required. The candidate must have a valid driver's licence and a vehicle.
- Overtime as required.

Direct reports / Key Relationships

Manager:	Dorian Werda, Vice President, Operations
Approved by:	Richard Smart, President & Chief Executive Officer
Date Approved:	
Review Date:	