



Education Operations Administrator

Remote | Canada

Densmore is looking for an Education Operations Coordinator to join our Canadian Pre-Certification Education team. In this role, you'll help deliver an exceptional experience for CPA candidates by coordinating course operations, supporting students, and ensuring our educational programs run smoothly from registration through course completion.

You'll work closely with an experienced and collaborative remote team while serving as an important point of contact for students, universities, and business partners across Canada. If you're highly organized, enjoy solving problems, and take pride in delivering outstanding customer service, we'd love to meet you.

What You'll Do

As an Education Operations Coordinator, you'll help keep our educational programs running efficiently while providing exceptional support to CPA candidates and institutional partners.

Support Our Students:

- Respond to student, prospective student, university, and corporate partner inquiries by email and phone
- Prepare and distribute course communications to keep students informed and supported throughout their learning journey
- Assist students with registrations, course access, and account management within our learning management system (LMS)
- Coordinate course fee payments and related customer support

Coordinate Course Operations:

- Process bulk registrations and institutional orders
- Coordinate printing and shipment of course materials
- Manage eBook code distribution and course enrollment
- Track student CFE results and maintain accurate program records
- Organize invoices, purchase records, and other operational documentation
- Prepare monthly transaction reports for the accounting team

Support Business Operations:

- Assist with preparation of T2202 tax receipts
- Monitor websites for unauthorized sharing or resale of Densmore copyrighted materials
- Participate in regular team meetings and collaborate on continuous process improvements
- Support additional administrative and operational initiatives as needed

What We're Looking For

Required Qualifications:

- Undergraduate degree, college diploma, or equivalent professional experience
- Excellent written and verbal communication skills
- Outstanding customer service and interpersonal skills
- Strong organizational skills with exceptional attention to detail
- Ability to manage multiple priorities and meet deadlines in a remote work environment
- Proficiency with Microsoft Office Suite or similar productivity tools
- Reliable high-speed internet and cell phone service

Why Join Densmore?

At Densmore, we're passionate about helping future CPAs achieve their professional goals. As part of our team, you'll play an important role in supporting thousands of students throughout their CPA journey. When you join Densmore, you'll enjoy:

- A fully remote position within Canada
- Stable and growing work environment that prioritizes a quality work/life balance
- Competitive salary with annual bonus eligibility
- Paid time off (based on sliding scale according to hire date and work hours)
- Comprehensive benefits package
- The opportunity to make a meaningful impact on student success
- A collaborative, supportive, and knowledgeable team
- A role with variety, autonomy, and opportunities to improve processes
- The chance to work with innovative educational programs that help shape the future of the accounting profession

If you're looking for a role where your organization, customer service, and operational skills make a meaningful difference every day, we'd love to hear from you. Send your resume to jobs@densmorecpa.com.