Virtual Program Assistant (part-time)

The Virtual Program Assistant is responsible for providing direct in-program support for CIMCs online programming – retreats, workshops, practice groups, and drop-ins -- using Zoom. This is a flexible, hourly position primarily supporting morning, evening, and weekend programs for approximately 10 or more hours per month.

Responsibilities
- Coordinate with staff and presenters to review program flow and implementation.
- Support presenters during session, including navigation of technical and logistical issues.
- Establish and manage breakout groups, polls, Q&A and other aspects of the program.
- Professionally introduce programs, offering relevant information to participants as needed.
- Guide visiting presenters in the norms established by the Center for online programs.
- Stay up to date on new features of the online video platform.
- Provide feedback and report issues with the online video platform.

Knowledge, Skills & Abilities:
- Experience facilitating interractive events in online video platforms such as Zoom.
- Strong customer service & communication skills.
- Proven flexibility and ability to respond quickly and skillfully to real-time requests from presenters and participants.

Qualifications
- High School diploma/GED required.
- 1-3 year progressively responsible administrative experience.
- Demonstrated ability to engage and work closely with a wide range of individuals, including staff and participants.
- Demonstrated ability to respond to and provide professional feedback.
- Proven problem-solving skills.

Location: Remote.
Hours: Generally evening and weekend hours with some morning opportunities.
Rate: $28/hour

Equipment/Software/Licenses Needed:
- Desktop or laptop that meet the current Zoom system requirements for Windows, MacOS or Linux, high speed broadband internet connection with ethernet cable.
- Speaker or headset and microphone – built-in, USB plug-in, or wireless Bluetooth.
- Webcam – built-in, USB plug-in.
- Up to date version of Zoom Platform.