



## Position Description

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|-------------------------|--------------------|----------------|--|
| <b>Job Title:</b>       | Zoom Producer      | <b>Hours:</b>  | As needed based on training program schedule |
| <b>Office Location:</b> | Virtual            | <b>Salary:</b> | \$18-\$20/Hour                               |
| <b>Department:</b>      | Program Operations |                |  |
| <b>Reports to:</b>      | VP of Operations   |                |  |

### Summary:

This is an exciting opportunity for a technical, punctual, independent, self-starter who has the desire to be a member of a dynamic, purpose driven team. The Leadership Edge is the industry leader of organizational development for the life sciences. We assess, guide and develop leaders, managers and teams, from the scientists at the bench, to the directors in the boardroom. This administrative role supports general office management, program management and the sales team in a fast-paced, high impact environment.

### Essential Duties and Responsibilities:

Work closely with the VP of Operations in the following areas:

- Provide support to participants in our training programs
  - Provide client support during log in or the duration of the session
  - Answer support questions verbally in the session, in the chat or via the phone
- Assist the Training Facilitator
  - Log-in in advance of the program to allow facilitator to test audio, deck sharing etc
  - Admit participants, if needed
  - Introduce yourself as tech support
  - Create and manage breakout rooms, sometimes based on provided lists
  - Host a practice session for the facilitator if needed
  - Share screen with presentation deck, advance slides, stop sharing, launch video etc
  - Provide feedback shared from participants to the facilitator and operations
  - Troubleshoot any audio, visual or connection issues that may arise
  - Remain current on any changes to the Zoom platform
- Pre-program Overview Session
  - In the week prior to a program start, check in with operations for specific instructions
  - Meet / greet session with facilitator and operations
- Requirements: Strong internet connection, second screen is helpful, phone access.

### Key Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Excellent verbal communication skills addressing a wide range of contacts, including high-level executives, scientists, facilitators, and staff. Includes effectively employing tact, integrity, confidentiality, diplomacy, and flexibility
- Demonstrates impeccable attention to detail and goes the extra mile to see things through
- Strong teamwork and work ethic with a positive attitude
- Friendly and helpful demeanor
- Ability to manage online documents efficiently
- Desire to advance career in a small, dynamic and growing company
- Proficiency in Zoom platform and possibly other platforms if needed
- Ability to maintain composure under pressure
- Ability to work independently
- Ability to anticipate additional needs and responsibilities in advance

### **Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience:**

- Minimum of 1-2 years related experience and/or training; or equivalent combination of education and experience

### **Other Requirements:**

Proficient in computer, internet and web based functions.

Zoom, MS Teams, and other virtual platforms.

### **Language Skills:**

Excellent written and verbal communication skills in English are a requirement.

### **Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.



### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Interested candidates may submit their resume online at [Info@theleadershipedge.com](mailto:Info@theleadershipedge.com)