

Room Monitor - Job Description

Overview

Assists the presenter with the meeting/webinar via Zoom. Utilize features as needed including chat, Q&A tools, live polls, slide show coordination, playing pre-recorded videos, etc. Average to above average technical ability is an asset.

Congress 2021 Dates: Thursday, May 27 - Friday, June 4

Location: Remote volunteering from home

Commitment: Minimum 12 hours for the duration of Congress 2021

Shift Length: 4 to 8 Hours / AM, PM or full day availability

Volunteer Perks

- Excellent learning opportunity to gain valuable experience supporting a major virtual event
- Complimentary access to various UofA and Federation events, including Keynotes, Big Thinking lecture series, UofA Feature Programming as well as open Association events
- Opportunity to network with scholars from across Canada and beyond
- Welcome gifts and prizes for participation and achievement
- Access to volunteer amenities during Congress
- Room Monitors will volunteer remotely from the comfort of home
- Flexible scheduling based on your availability
- Reference letters – upon request

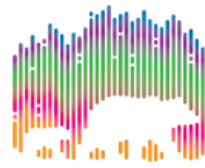
What you will bring

- Positive attitude, friendly and approachable demeanour, with a strong commitment to providing a welcoming and inclusive experience for all attendees
- Strong time management, customer service, problem-solving skills and able to remain calm under extreme situations
- Excellent communication and people skills
- High level of comfort or adaptable aptitude with features of Zoom and Slack
- Room Monitors must have access to equipment (i.e. a laptop), high speed internet bandwidth strength, and Zoom/Slack software.
- Familiarity with PC, tablet and MAC computers is an asset
- French language skills considered an asset

Responsibilities

- Support and assist the Congress Event Technician with the meeting/webinar via Zoom
- Remain online in event session and be available to attendees, chairs and presenters in the event of technical issues with muting, share screen, etc.





- Assist with A/V check with chairs and presenters (microphone, webcam, presentation and share screen) in support of the event technician
- May be required to begin session access to the audience on time and have “walk in” slides presented as needed
- Adjust any chat and Q&A tool settings (during large webinars, you may turn off chat)
- Assist the event technician to play simu-live pre-recorded videos as required by the presenter
- Help association organizers with questions or issues regarding their meeting rooms
- Track session attendance numbers when required
- Record issues/resolutions in tracker sheet
- Escalate larger technical issues to the scheduled Event Technician via Slack

Application Timeline

- Applications will be accepted until Friday, May 7th
- Interviews and scheduling will take place in mid May
- Virtual training modules will take place the week before Congress 2021
- Must participate in the virtual Orientation session on Tuesday, May 25th

