



FamilySmart

Online Event Tech Support Job Posting

Contractor Sept - Dec 2022

(potential for extension)

Position Summary:

10/hrs month

\$21/hour

Location: Work from home position

For 20 years, FamilySmart has been working in B.C. to enhance the quality and experiences of services, support and information families receive when seeking help for their child, youth or young adult with mental health challenges. We help children and young people by helping their family and other caring adults. We know children and young people do better when the adults who care about them are supported.

Bringing people together to connect and learn is a big part of our work. Making sure that people have good, quality experiences when they connect with us and one another is a priority. From registration, to attending an online event or workshop, to completing a feedback form, we want all of these moments of connecting with FamilySmart to be supportive and as seamless as possible for participants.

Position Summary:

We are looking for an Online Event Tech Support Person to help us make it easy for families to join us online. We need a person who has excellent computer skills, loves details, is super organized, has access to stable home internet connection and enjoys a dynamic and collaborative virtual work environment. Every month, we host 5 online events for parents & caregivers who are parenting a child or youth with a mental health and/or substance use challenge called "in the know." We watch a video and share experiences and strategies that help in the hard moments and focus on strengthening our understanding and connection with our kids. There will occasionally be additional opportunities to support other FamilySmart online training and workshops.

What You'll Do

- Make sure everyone can get online and meet together using Zoom
- Run and monitor the Zoom meeting to ensure everything is functioning properly for participants so that our facilitators can focus on hosting the discussion
- Follow the event production run of show
- Share the Presentation, Video and Screen
- Respect and maintain confidentiality as a listener at our online events

Things we'll love about you: *Knowledge, skills and abilities:*

- Proficient in using Zoom
- Organized, disciplined and can work in a fast-paced, virtual team setting
- Excellent time management skills, ability to prioritize work, attention to detail and problem-solving skills
- Projects a professional image of the organization in keeping with FamilySmart's brand promise
- Maintains a courteous and friendly relationship with managers, colleagues, partners and those we serve
- Demonstrates an ability and willingness to communicate and interact well with others within and external to the organization
- Excellent written and verbal communication with attention to detail

FamilySmart provides excellent support, supervision and training and will help you learn and develop the skills that we have discovered to help families and service providers work well together.

We invite you to apply, and to learn more about this unique role. Please send a cover letter and resume to Robin Brown, Director, HR at careers@familysmart.ca

Subject line: Online Event Tech Support

Please note that the assessment of applicants will be made on an ongoing basis and continue until a hire is made.

We thank all applicants, however, only those selected for an interview will be contacted. FamilySmart is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to age, ancestry, colour, family status, marital status, physical or mental disability, place of origin, political belief, race, religion, sex, sexual orientation and criminal conviction unrelated to employment.