WANTED!

VIRTUAL CLASSROOM FACILITATOR

SKILLS / QUALIFICATIONS

- Certified as a virtual facilitator
- Proficient with one or more virtual classroom platforms (Adobe® Connect™, WebEx® Training Center, Zoom, etc.)
- Strong public speaking and written communication skills
- Proficient in MS Office software
- Exceptional attention to detail and organizational skills
- Able to quickly and calmly resolve any issues or problems with technology, learners, facilitators, and administration while ensuring quality and customer service standards
- Knowledge of adult learning principles including motivation, reinforcement, evaluation and feedback techniques
- Facilitating learning, communication proficiency, presentation expertise, tracking time, self-development, planning, virtual team management and customer service

RESPONSIBILITIES

Manages both self-directed and virtual parts of the course
- Prepares for course delivery by reviewing, organizing and learning all class materials
- Researches class materials for further insight
- Learns and manages new online technologies quickly and efficiently
- Communicates with clients and team members
- Uses approved curriculum

Acts as the main facilitator for live virtual classroom sessions
- Motivates learners to actively participate in class activities
- Delivers approved coarse material with well-modulated, enthusiastic tone and vocal variety that communicates control and puts learners at ease
- Uses closed-ended and open-ended questions to foster discussion using appropriate tools naturally
- Consistently tells learners how to respond in the online environment without drawing attention to technology
- Delivers a conversational script internalizing and personalizing the script with stories and examples that add value to the content but stays true to the course objective
- Delivers the content in the confines of time alloted
- Provides specific and purposeful feedback and support to learners relative to their performance

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