

Real Estate Institute seeks a **full time Webinar Administrator** to provide support our staff and adult students, who attend virtual classes related to their professional licensing requirements. Our customers work (or seek to begin work) in real estate, mortgage, insurance, and legal professions.

This position has a varied schedule that requires availability during regular business hours along with some evenings and weekends. Most work can be completed remotely, but some tasks may only be completed in-person at our Chicago-area office locations.

The ideal candidate will be a technology enthusiast with experience using many types of computers/devices (PC, Mac, Android, iOS, etc) and accessories.

The Webinar Administrator spends a substantial amount of time monitoring and supporting live events, serving as the first point of contact to provide basic technical support to our students and instructors. Additionally, you will be required to develop expertise regarding end-user, instructor, and administrator use of our webinar platform. You will also be responsible for the overall user experience and will be expected to ensure the environment supports positive student outcomes.

Responsibilities include:

- Providing online/virtual support for live, online webinar training programs.
- Serving as the primary point of contact for instructors and other staff if issues arise during live webinars.
- Anticipating instructor needs and planning accordingly.
- Calm and rational problem solving when technology fails, or challenging customer situations arise.
- Providing clear instructions to students at the start of virtual events and if/when technology issues impact instruction. Similarly, clear communication with individual students is also required.
- Answering student questions via chat regarding basic course and license compliance issues. We will provide necessary training; no prior knowledge is required.
- Maintaining classroom audio-visual equipment; troubleshoot issues as needed.
- Managing content stored in the webinar platform as well as the set-up/configuration of the system as needed to support new events.
- Ensuring that webinar platform upgrades or maintenance is successful and does not impact delivery of services to our students.
- Creating and maintaining webinar training materials for new instructors and other webinar support staff.
- Providing initial and ongoing training/coaching to instructors and staff.
- Preparing attendance reports and other documentation required by our staff.
- Evaluating the overall effectiveness of our webinar platform and making recommendations for improvement in the use of the system. This may also include researching and testing add-on products, other platforms and new technologies.

For consideration, you must have the following skills and experience:

- Understanding that weekly schedule will vary and require some evenings and weekends based on event needs.
- Strong technical capabilities and comfortable learning new technology platforms.
- Prior experience in training and/or online event delivery a plus.
- Self-starter with a strong work ethic who can reliably work independently (as needed).
- Enjoy client service with a focus on creating positive customer experiences; our business relies on “fans” who will tell others about us.
- Excellent interpersonal skills.
- Ability to identify areas of personal weakness and seek support from coworkers and management.
- Ability to calmly, quickly, and effectively solve time-sensitive problems.
- Excellent verbal and written communication skills.
- Comfortable speaking in front of groups.

Additional Requirements and Considerations:

- You must have reliable transportation.
- You may be subject to a background check.
- You must have a verifiable past employment record.

Company Information:

- Attire: Business Casual
- Company Culture: Small office, team-oriented environment.
- Location: This role calls for a mix of remote and in-person work at our Chicago-area locations.
- Main location: North suburban Niles location with free parking.

Compensation:

- Salary depends on experience.
- If travel required, mileage reimbursement from our headquarters in Niles to off-site location and back, at current IRS rate.

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