

Real Estate Institute seeks a **part-time Event Facilitator** to provide in-person and virtual support for adult students attending a class, a proctored examination, or a virtual event. These students must complete courses to satisfy professional licensing requirements. Our customers work (or seek to begin work) in real estate, mortgage, insurance, and legal professions.

Live events are held throughout the Chicagoland area and this position will require travel much of the time. Hours vary by week; most weeks require 15 – 29 hours of work. Your schedule will be set in advance, but in the unusual circumstance that an unexpected scheduling issue may arise, you may be called upon to see if you can fill in. In addition to weekday business hours, we're seeking candidates who have availability in the evening and weekends as well.

During a live event, there may be some downtime when you can read, study, or use your time in other ways while remaining available to our students. As such, this position may be ideal for a partially or fully retired person or student attending online classes.

In addition to live events, the Event Facilitator will also be required to support our virtual events. This part of the role requires you to learn our webinar delivery platform. You will be the first point of contact for students if issues arise. You will be required to provide basic technical support to both our students and instructors. You will also monitor the overall user experience while facilitating.

Responsibilities include:

- Set up of basic audio-visual equipment; should a technical problem arise, troubleshooting may be necessary.
- Ensure classroom set-up matches specifications and make changes as needed.
- Interact with facility management to resolve any issues that may arise.
- Staying calm and rational when technology fails or challenging customer situations arise.
- Picking up and dropping off equipment and materials at our Niles facility before and after each class (with some flexibility).
- Checking in students, verifying identification and providing course materials.
- Serving as a congenial host during student events; your friendly demeanor should leave a positive, lasting impression on our students.
- Answering questions regarding basic course and license compliance issues. We will provide necessary training; no prior knowledge is required.
- Providing clear instructions to students one-on-one and to the entire audience before the start of events.
- Anticipating student needs and planning accordingly.
- Assisting with setup and take down of refreshments/lunches.
- Providing support to staff and contract instructors.
- Grading student exams and provide results while remaining very organized with testing materials.
- Suggesting complimentary courses that may be of interest.
- In the event of a student emergency, remain calm and clearly document series of events leading up to and during emergency.

- Communicating with corporate office (your support team) by phone and/or e-mail prior to, during, and after events.
- Providing online/virtual support to students and instructors participating in live, online webinar training programs.
- Serving as the first point of contact for students if issues arise during live webinars.
- Attending periodic training and team meetings.

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

- Comfortable transporting up to 40 pounds of equipment.
- Understanding that number of hours per week will vary and require some evenings and weekends.
- Business casual, yet polished, professional appearance.
- Face-to-face work experience, mostly interacting with customers, vendors, or coworkers.
- Self-starter with a strong work ethic who can reliably work independently (as needed).
- Ability to create positive customer experiences. This is not a sales/commission-based position, but 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.
- Comfortable learning new technology platforms.

Additional Requirements and Considerations:

- You may be subject to a background check.
- You must have a verifiable past employment record.
- You must have reliable transportation that will get you throughout the Chicagoland area.

Company Information:

- Attire: Business Casual
- Company Culture: Small office, team-oriented environment.
- Main location: North suburban Niles location with free parking.

Compensation:

- Hourly rate dependent upon experience.
- Mileage reimbursement from our headquarters in Niles to off-site location and back, at current IRS rate.

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