



## TOWN OF ACTON

<b>Present Incumbent:</b> Vacant	<b>Date of last revision:</b> 06/02/2020
<b>Title:</b> Virtual Meeting Coordinator	<b>Reports to:</b> Chief Technology Officer
<b>Salary Chart:</b> H	<b>Job Grade:</b> 7

**SUMMARY:** Performs both routine and complex tasks in the Information Technology Department. Supports town efforts in communicating electronically to staff and the public through a variety of media and formats, specifically Zoom.

**SUPERVISORY RESPONSIBILITY:** N/A

### **DISTINGUISHING CHARACTERISTICS OF THE POSITION:**

**Supervisory Controls:** Observes town policies while working under the supervision of the CTO, who may assign special projects. Employee is expected to use initiative and carry out ordinary assignments independently, referring unusual problems to the CTO for assistance and consultation.

**Guidelines:** While there are guidelines covering many aspects of the position, employee is expected to use own initiative to solve simple, and sometimes complex, problems.

**Complexity:** The Virtual Meeting Coordinator must be able to adapt to sometimes rapidly changing circumstances and workloads. The employee must attend to a number of routine tasks shared with others while also staying on top of one or more individual responsibilities. Employee may be asked to participate in the virtual meetings.

**Scope and Effect:** Most of the work involves continual tracking and prioritization of multiple tasks. Position may have access to confidential user information. Errors could result in the provision of incorrect information; poor use of public resources; poor public relations; negative impact on staff morale.

**Personal Contacts/Purpose of Contacts:** Contacts are primarily with the employees and may also include the public. Communication electronically, in person, by telephone, via standard written communication (i.e. e-mail), and through multiple forms of social media.

**Physical Demands/Work Environment:** Work is performed primarily indoors. Employee regularly sits for prolonged periods performing repetitive hand movements. Work is performed using computer, telephone and standard office equipment.

## **KNOWLEDGE, SKILL AND ABILITY:**

**Knowledge:** Advanced knowledge of Zoom; knowledge of information technology operations; working knowledge of multiple forms of social media. Familiarity with distinction between Zoom Meeting and Webinars, and the related meeting controls.

**Skill:** Organizational skills; attention to detail; problem solving skills; advanced computer skills including trouble shooting skills; excellent communication skills in person, by phone or electronically; skill in working effectively with a diverse range staff and public; strong customer service/public relations skills; excellent writing skills; skill in adapting rapidly and effectively to changing circumstances; skill in handling stressful situations; patience.

**Ability:** Recognition of Department-wide priorities and the willingness to work cooperatively to support their accomplishment; ability to learn pertinent applications; ability to learn new social media formats; ability to learn relevant town policies; ability to multitask between panelists, attendees, hands raised, chat windows; ability to edit Microsoft Word or Adobe Acrobat PDF documents; ability to use a web site content management system.

## **MINIMUM ENTRANCE REQUIREMENTS:**

Two (2) years' experience with advanced computer skills, specifically Zoom; including trouble shooting skills. Demonstrated communication, and organizational (and public service) skills; experience working with different cultures.

## **SPECIAL REQUIREMENTS:**

Work schedule includes early morning and evening meetings.

## **JOB DUTIES:**

1. Creates Zoom templates, and other presentation platforms, for meetings and webinars for various town staff, boards and other groups.
2. Performs basic and advanced computer troubleshooting.
3. Assists the CTO and IT staff in the evaluation of virtual meeting procedures. Plans and implements approved changes.
4. Handles the technical side of a presentation platform, such as Q&A functionality, audio and voice recording, which allows hosts and speakers to focus on content.
5. Communicates with presenter on all aspects needed for a successful virtual meeting.
6. Ensures responses to presentation platforms, and at times social media comments, are directed to the appropriate staff member.
7. Reviews, evaluates, and participates in virtual meetings and at times social media platforms.
8. Moderates live chat; discerns or determines between legitimate participants and malicious actors.
9. Evaluates and ensures latest upgrades of Zoom and other similar presentation platforms are installed and clients/users are trained when necessary.
10. Communicates with target groups to ensure understanding and ability to partake in virtual meetings; collaborates with other town departments or community/area organizations working with the same groups.

11. Teaches staff and others on Zoom functionality and similar platforms and performs rehearsals when needed.
12. Answers questions and assists in finding needed information and materials.
13. Drafts meeting communications along with appropriate department/division personnel.
14. Coordinates multi-media interaction between local public access television and town operated radio station.
15. Performs other duties as required.

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Department Head Signature: \_\_\_\_\_

\_\_\_\_\_  
Date

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Employee Signature:

\_\_\_\_\_  
Date