



JOB TITLE: Virtual Events Manager

POSITION: Full time and Permanent. Monday - Friday, 8:30 am - 5:30 pm (one hour of flex time possible). Flexibility required during live events.

OFFICE LOCATION: Your work will occur at 300, 1201 West Pender St., Vancouver, Canada

COMPENSATION: Combination of Annual Salary, Paid Holidays, Extended Medical Benefits

TARGET START DATE: September, 2017 (Flexible)

JOIN THE GOLD FAMILY!

GOLD Learning Online Education (GOLD) has been dedicated to providing evidence-based online education to Health Care Professionals in the maternal-child health care field for the last 10 years. Through our unique online format, we provide virtual education from the world's leading researchers, clinicians, and educators. The GOLD format is appropriate for health care professionals who have limited time and/or budgets, and who want to remain close to their workplace and clients. Our GOLD Lactation Online Conference is now the largest online lactation conference in the world with over 2,800 delegates attending from 65 countries annually. We have expanded recently with the addition of Perinatal, Midwifery and Neonatal conferences, with more events to come. We've been working hard over the years to create an interactive and exciting atmosphere for learning for our delegates, along with a dynamic and enriching environment for our team.

JOB SUMMARY:

The Virtual Events Manager provides logistical and administrative direction and assistance for all assigned GOLD Conferences and projects. Primary duties will include (but are not limited to) Timeline Management, Team Meeting Management, Speaker Management, Delegate correspondence, online meeting coordination, project budgeting and financial reconciliation support, market research and sales support.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned):

- Liaises & communicates with all Team members to ensure flow of knowledge/sharing of materials, key deadlines and project updates
- Assists with registrations, incoming & outgoing funds and payments, and complex scheduling
- Liaises with speakers to arrange submission of and internal processing with presentation materials
- Is a key presence online for Delegate troubleshooting, problem-solving, facility liaison, etc.
- Assists in managing customer service staff
- Prepares, attends and troubleshoots online meeting platforms
- Engages in social media for promotional and research purposes
- Carries out research projects designed to build customer databases and refine company procedures



QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty. Must be proactive, logical, efficient, and have an ability to juggle multiple shifting priorities. Must be well organized and have effective time management skills in order to work within established timelines.

- **Language & Communication:** Excellent written and spoken business English required. Ability to read and comprehend instructions and write effective business correspondence (Ex: emails, blog and newsletter content) required.
- **Technology:** Excellent knowledge of Microsoft Office Suite products 2007+ is a must. Experience with online collaborative software (Ex: Google Docs), online marketing / mailing software or basic HTML skills a bonus.
- **Accounting & Budgets:** Ability to calculate figures and amounts such as discount percentages. Experience with budgets and cash flow would be an asset.
- **Sales:** Comfortable with speaking on the phone and in person in order to create Introductions & present educational opportunities. Previous experience in sales is preferred.
- **Health Sciences:** Background working within or strong understanding of the healthcare industry is a strong asset.

EDUCATION AND/OR EXPERIENCE:

A university degree or college diploma in business, hospitality administration, education, health sciences or related studies preferred. Several years of industry experience may substitute for formal education requirement.

OTHER SKILLS AND ABILITIES:

This position is suited to a self-motivated, professional person who can confidently work with a variety of people from different cultures and backgrounds and provide excellent customer service. Diplomacy, tact and a sense of humour are important to the success of this person.

HOW TO APPLY:

Please review our websites www.goldlactation.com & www.goldlearning.com before sending a cover letter and resume to joinus@goldlearning.com to the attention of Andrew Dergousoff.