



## IDENTIFICATION

<b>Title</b>	Course Producer
<b>Reports to</b>	Director, Professional Development
<b>Date created</b>	February 2025
<b>Job level / classification</b>	Contract, no specific number of hours per week
<b>Salary range</b>	Hourly, to be discussed as per candidate's experience

We are seeking a tech-savvy and customer service-oriented **virtual event producer** to support the CAAF's Professional Development-Audit team in the delivery of training courses to auditors. As a Producer you will undertake pre-course preparation tasks, host virtual training sessions on the Microsoft Teams platform and facilitate training using tools including PowerPoint presentations, Teams polls, Teams chat, Mentimeter, SurveyMonkey, etc. Producers ensure the training sessions follow the course schedule and support the course instructor with the tech for virtual training delivery.

## ABOUT THE FOUNDATION

The Canadian Audit and Accountability Foundation (CAAF) is a not-for-profit organization dedicated to promoting and strengthening public sector performance audit, oversight, and accountability in Canada and abroad through research, education, and knowledge sharing.

We work collaboratively with our members, particularly Canada's legislative audit community, to form a centre of expertise that supports the advancement of public sector performance audit capacity in Canada and abroad.

## KEY TASKS

- Liaise with the Professional Development-Audit team and teaching associates prior to courses to coordinate course logistics and materials
- Liaise with course participants prior to course delivery
- Test and review Mentimeter/other activities and cross-reference handout materials and polls
- Ensure course information is shared with participants
- Host virtual training sessions (4-5 hours per day; up to 3 days per course; up to 3 courses per month), greeting participants, monitoring participation in the chat, running polls and quizzes and managing time, breaks, and attendance.

## ESSENTIAL SKILLS

- **Bilingual:** Fluency in English and French.
- **Technologically savvy:** Advanced skills in using Microsoft 365 products, especially Teams and Outlook, and other tools used in the course (Mentimeter, Google Drive, SurveyMonkey) and able to independently troubleshoot technical issues and provide troubleshooting assistance to course instructors and participants.
- **Customer service oriented:** Has the ability to anticipate and meet or exceed participants' and associates' needs. Maintains a positive and upbeat attitude and creates a positive experience for participants throughout the duration of course.
- **Adept at presenting/hosting:** Able to speak to a group, take the initiative, and not be shy. Able to communicate clearly and professionally with participants, associates and CAAF staff.
- **Attentive to detail:** Able to pay close attention to detail while reviewing course material, demonstrate active listening in meetings and during course delivery and ensure all issues raised or encountered during course delivery are resolved or escalated as appropriate.
- **Calm demeanor:** Able to maintain composure under pressure.
- **Ability to multitask:** Able to juggle multiple tasks in the classroom without impacting the quality of course delivery and participants' experience.
- **Proactive and resourceful in problem solving:** Able to take initiative and provide creative solutions to classroom or participant issues. Able to adapt quickly and come up with workarounds where an ideal solution is not possible.

## WORKING ENVIRONMENT & TRAVEL

The position can be based remotely, anywhere in Canada, but the successful candidate must be flexible to working at different times, depending on their time zone (most courses are scheduled to align with working hours in ET).

## APPLICATION PROCESS:

If you share our passion for public sector audit, and are committed to the CAAF values, please submit a cover email/letter and your resume to: [career@caaf-fcar.ca](mailto:career@caaf-fcar.ca).

**Timeline:** We will be reviewing applications on a rolling basis in February 2025. Only candidates invited for an interview will receive a notification.