

**York University**  
**Position Description – YUSA2**

**Position Title:** Remote Synchronous Learning Facilitator

**Employment Category:** Part time (up to 24 hours)

**Department:** Office of the Executive Officer,  
Osgoode Hall Law School

**Job Code:** 954951

**Classification:** Customer Service

**Band:** 3

**Job Purpose:**

Remote Synchronous Learning Facilitator works collaboratively with faculty to help deliver the best possible online teaching and learning environment. Their primary role is to provide live support for synchronous learning sessions, including setting up video conferencing, and troubleshooting technical issues. The Remote Synchronous Learning Facilitator will monitor the chat/raised hands, track attendance and records learning sessions.

**Major Areas of Responsibility:**

Remote Synchronous Learning Support - 95%

1. Meets with a professor to understand needs and requirements during the online session.
2. Sets up and sends out Zoom invites.
3. Provides live support for synchronous learning sessions.
4. Troubleshoots technical issues that come up by being the contact between the “classroom” and Osgoode IT/UIT in addressing issues.
5. Monitors the chat/raised hands during class and alerts the professor, as required by the professor.
6. Maintains a speaker list based on professor’s direction.
7. Mutes and unmutes microphones as requested throughout the synchronous session.
8. Sets up live polls, surveys and chat questions, and tracks responses.
9. Records synchronous learning sessions, when requested, and sends copy of recording to the professor after the session. Ensures participants are informed when sessions are recorded.
10. Provides chat logs and other summaries to professors after the synchronous learning session.
11. Tracks attendance and participation during the synchronous session.
12. Sets up breakout rooms as requested either in advance of the sessions or on demand.
13. Provides information about room access codes, passwords, and other information to the professor and their faculty assistant if directed.
14. Monitors the waiting room and admits students as directed.
15. Provides updates and information throughout the synchronous learning session, as requested (for example: posts links in chats).
16. Works with the professor after the synchronous learning session to discuss any hand-off materials (for example: emailing copy of the chat log or attendance at the session to the professors).

Other Duties as Required – 5%

Perform Other related duties as required. Not to exceed 5%

## **Job Qualification and Related Skill Requirements**

Education Requirement: College diploma in a related field or completion of at least 3rd year of University program or equivalent.

Years of Experience: 1 year experience with Customer Service; experience working with online conferencing software, such as Zoom, Teams or similar is an asset. Working in an academic environment is an asset.

### Skills:

- Familiarity and experience working with Multimedia: Video Conferencing (Zoom, Teams) or similar applications
- Ability to learn new concepts and applications
- Excellent decision making ability and problem solving skills
- Ability to deal calmly, courteously and effectively with people at multiple levels
- Excellent oral and written communication skills including ability to provide detailed information and answer questions in a clear, concise and professional manner. Excellent customer service skills.
- Ability to work independently, set priorities and meet all task requirements and deadlines.
- Effective time management skills and reliability
- Ability to exercise good judgment and initiative
- Ability to maintain confidentiality
- Attention to detail and experience showing accuracy with detailed work
- Excellent attendance and punctuality are essential in this position