



## **Online Event Coordinator**

**Rainton Bridge Business Park, Sunderland, North East, UK**

### **Who we are**

WorkCast are a rapidly growing technology company based in the North East UK and Seattle USA. We create a world leading webinar and virtual event platform used by major organisations including Sony, Elsevier, Wiley, Springer Nature, Barclays and Standard life. Our outstanding product and amazing team make webinars and online events a far richer and more accessible experience for attendees and remove the barriers for Marketers to run and benefit from webinars.

### **What we offer**

We provide a fun environment with many company social activities, competitive salary, an excellent pension scheme, death in service, and 25 day holidays plus bank holidays. We provide free snacks, drinks, fruit and breakfast. You get free access to Perkbox (Employee happiness benefits scheme) with a huge amount of savings available plus free parking and if you like gaming we also have a Play Station to play on over lunch and breaks.

### **Responsibilities**

The WorkCast Corporation has an open position for an Online Event Coordinator. This is a full-time position with competitive salary and benefits which focuses around high quality customer satisfaction within the fast paced IT and technology Industry.

The role will cover a range of activities but providing platform world class support to our clients and managing the end-to-end activity for online events will be a primary responsibility.

This position will be based out of our Head Office in the North East of England. The job may occasionally require travel and coverage of events out of standard business hours.

### **The Person**

To ensure the success of these events, the applicant must be confident, have excellent interpersonal and communication skills, and have great attention to detail. Working within existing processes will be essential to create and deliver successful events. You must have a passion to deliver a fantastic customer experience.

The candidate should be computer literate and a confident user of browser-based computer software. Working knowledge of Microsoft Word, Excel and PowerPoint is required. Previous experience with html/CSS, video editing software like Adobe Premiere Pro and customer relationship management tools like HubSpot is a plus but not essential.

This role at times can be a high-pressured role dealing with tight deadlines, emergency event troubleshooting, large online audiences and senior executives within the customer client stakeholders, so great organisation skills with the ability to take control of a situation in a calm professional manner will be required.

For the right candidate, this will prove an exciting and challenging role with the option to develop a great, exciting and rewarding career within the technology industry.

## **Skills – Requirements**

- Fantastic customer service skills with an approachable personality
- Skilled at working under pressure, keeping a clear head to achieve results
- Skilled at interpreting a job/project plan
- Exceptional organizational and administrative ability
- Creative with the ability to conceive and develop ideas
- Intuitive problem solving and analytical ability
- Self-motivated and can be trusted to manage their own workload and time
- Self-drive with a determined work ethic
- Excellent communication skills, with the ability and confidence to facilitate large audiences and work directly with key client stakeholders
- Keen observational skills
- Accurate with a focused attention to detail
- Approachable, enthusiastic with a composed confidence
- Flexible and adaptable in line with the needs of the Business
- Problem solving experience

## **Skills - Desirable**

- A calm approach to pressure
- Experience of working in a team environment
- Experience in using an online collaboration tool to host events/meetings
- Experience in creating web content – HTML/CSS
- Experience using customer relationship management (CRM) software.
- Some media editing experience may be beneficial
- A second language is desirable but not essential

## **Applying**

If interested, please drop us an introductory email with your CV, to [Claire.hodgson@workcast.com](mailto:Claire.hodgson@workcast.com) Customer Operations Manager