

Online/Virtual Learning Specialist Internship

The Online/Virtual Learning Specialist Intern will play a key role in ensuring the smooth operation of H.U.G.'s virtual tutoring sessions. This position requires an organized, tech-savvy, and detail-oriented individual who can effectively manage virtual learning environments, support tutors and students, and troubleshoot technical issues. The intern will oversee sessions from preparation to post-session debriefs, ensuring a seamless and engaging online experience.

Key Responsibilities:

Pre-Session (30 Minutes Before Start Time):

- Log into Zoom and prepare for the session.
- Set up Breakout Rooms, creating a few extra as backups.
- Admit tutors 15-30 minutes before the session starts and take attendance.
- Remind tutors of their assigned students and grade levels.
- Ensure tutors are logged into their H.U.G. email and have access to the correct classroom and lesson.

During the Session:

- Admit students from the Waiting Room at the scheduled start time.
- Rename students with incorrect screen names for consistency.
- Designate a tutor to lead the "Be the Difference" message for all participants.
- Assign students and tutors to Breakout Rooms and open all rooms.
- Monitor sessions by visiting Breakout Rooms and responding to "Ask for Help" messages.
- Send broadcast messages to all Breakout Rooms at:
 - 15 minutes before the hour (5-minute warning).
 - 10 minutes before the hour (rooms closing soon).
- Close Breakout Rooms and lead the closing remarks before dismissing students.

Post-Session:

- Conduct a Tutor Debrief, allowing tutors to share session highlights and concerns.
- Take notes on students who did not complete their first or second read.
- Gather tutor feedback by having them share one positive and one challenge from the session.
- Report session insights and tutor feedback to the H.U.G. Team, including highlights for the newsletter.

Qualifications & Skills:

- Currently pursuing a degree in Education, Instructional Technology, Nonprofit Management, or a related field.
- Strong familiarity with Zoom, including Breakout Rooms and chat functions.
- Excellent communication and organizational skills.

- Ability to multitask and problem-solve in real-time.
- Comfortable with virtual learning environments and online facilitation.
- Experience in mentoring, tutoring, or online learning coordination is a plus.

This internship is a great opportunity for individuals looking to gain experience in virtual education, program management, and online engagement while making a meaningful impact.