



**EVENTS PRODUCTION AND  
ADMINISTRATIVE SUPPORT OFFICER  
COMMUNITY LEARNING AND ENGAGEMENT TEAM**

Consultant job posting: 8 month contract

June 2026

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## We are on a mission

Prosper Canada is a national charity driving bold change that enables more people to prosper. Working with government, business and community partners across Canada, we are expanding life-changing financial empowerment services, innovating for greater inclusion and impact, and pursuing systemic change to remove barriers to financial well-being for people with low and modest incomes.

Diversity is at the core of what we do and who we support to build financial health. Our financial empowerment efforts focus on people with low and moderate incomes but also give particular attention to populations that face additional systemic and institutional barriers, including Indigenous Peoples, members of racialized communities, and people living with disabilities. In our work, we seek diverse perspectives that represent the lived experience, needs, and challenges of the people we serve. Our goal is a Canada where everyone has the opportunity and support they need to achieve financial well-being and live with dignity, stability, and possibility.

In our organization, we value being collaborative, human-centred, and forward-thinking and strive to create a culture where all feel valued, respected, and a true sense of belonging. We see power in diversity, equity, and inclusion; recognize, accept, and celebrate our differences; and believe we can help everyone thrive by being our boldest true selves.

Join us in supporting and empowering everyone in Canada to prosper.



# The opportunity

## Building Financial Well-being for All Canadians

Over the next 3 years, Prosper Canada will be building out a national system of free, high-quality, community-delivered, financial help services across Canada that will enable 1 million people with low incomes to build their financial capability and well-being and connect them to \$2 billion in additional income.

Prosper Canada is seeking a dynamic and motivated individual to join our newly expanded Community Learning and Engagement team as an **Events Production and Administrative Support Officer** on a contract consultant basis. This role will be responsible for supporting the production of high-quality bilingual virtual events and providing administrative support to the Community Learning and Engagement team.

**Reporting to:** Manager, Community Learning and Engagement

**Direct reports:** n/a - there are no direct staff management responsibilities in this role

**Key relationships:** You will collaborate closely with colleagues across different departments in Prosper Canada, including the Community Learning and Engagement, Community Partnerships and Impact, and Marketing and Communications teams, and work with external partners and vendors.



## Summary

- Support the planning, coordination, delivery and post-production of bilingual (English and French) webinars and virtual hybrid events using Microsoft Teams.
- Support the Community Learning and Engagement team with administrative tasks including administration of our learning management system and online resource platform, providing user and technical support, data collection and tracking, and other tasks as required.

### **1. Virtual Event Delivery & Technical Production**

- Support the Community Learning and Engagement team with end-to-end production of virtual events using platforms such as Microsoft Teams
- Configure event setup (registration, permissions, breakout rooms, interpretation, integrations)
- Test all technical elements in advance and manage live delivery, including timing, transitions, and speaker coordination
- Provide real-time troubleshooting and technical support to presenters and participants
- Facilitate audience engagement using chat, Q&A, polls, and tools such as Mentimeter

## **2. Event Coordination and Post-Production**

- Support the Community Learning and Engagement team with coordination of scheduling, presenter logistics, accessibility supports, and events run of show
- Manage registration, participant communications, and attendance tracking
- Oversee recordings, captions, transcripts, and post-event distribution
- Support evaluation through surveys, feedback collection, and reporting
- Maintain organized records and materials within Microsoft 365 SharePoint

## **3. Accessibility, Bilingual Delivery & Inclusion**

- Support bilingual delivery and ensure quality of translated materials
- Coordinate interpretation (e.g., simultaneous interpretation, ASL/LSQ, CART)
- Integrate inclusive and accessible design practices across all events and apply equity and inclusion principles across delivery of work

## **4. Continuous Improvement & Infrastructure**

- Maintain and suggest improvements to webinar tools, templates, guides, and production processes
- Identify opportunities to enhance virtual event delivery and participant engagement and experience
- Contribute to learning, knowledge sharing, and improvements as related to event production, participant experience, and administration processes

## **5. Collaboration & Stakeholder Management**

- Collaborate with internal teams and external stakeholders on event and project coordination, and on operational and administrative tasks as required
- Coordinate speakers, contractors, and accessibility providers

## **6. Administrative & Organizational Support**

- Oversee maintenance of our online resource platform, the Learning Hub, using the WordPress content management system and recommend future enhancements
- Administer our Learning Management System, Thinkific, and respond to learner inquires and technical issues
- Monitor our user and platform support emails and respond to and/or escalate inquires
- Help compile reporting content
- Support provision of content for our stakeholder mailings and newsletters
- Work with contractors and suppliers as required (e.g., translators, session design consultants)
- Other related administrative duties as required

*The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties as and when necessary.*

# What success in this role looks like

- Target number of webinars and virtual events are successfully delivered
- Events delivered bilingually with high-quality experience
- Reduction in technical issues during live events
- Positive participant satisfaction scores for webinars and events
- Positive participant engagement metrics (attendance, Q&A participation, feedback)
- Responsiveness to internal and external email inquiries regarding training or technical challenges
- Timeliness and accuracy of event reporting and follow-up
- Target number of new resources are posted to our online resource platform



# Our ideal candidate

## Experience and competencies

Candidates must clearly demonstrate how they meet the **essential** criteria set out in the table below to be considered for an interview. Candidates should highlight **desirable** criteria they possess to gain a competitive edge over other candidates at shortlisting or interview stage.

	<p style="text-align: center;"><b>Essential criteria</b></p> <p style="text-align: center;">Minimum (non-negotiable) qualifications, skills, experience, and/or knowledge needed to perform the job effectively.</p>	<p style="text-align: center;"><b>Desirable criteria</b></p> <p style="text-align: center;">Preferred nice-to-have attributes that are beneficial but are not critical to performing the core duties of the job.</p>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• 2+ years of experience producing high-quality public webinars, and virtual events using Microsoft Teams (webinars/live events) or similar platforms</li> <li>• Experience coordinating bilingual or interpreted events using Microsoft Teams or similar platforms</li> <li>• Experience coordinating live interpretation, CART, ASL/LSQ</li> <li>• Experience working with multiple internal and external stakeholders, such as partners, clients, and vendors.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with hybrid in-person and virtual events production</li> <li>• Experience working with members of equity-seeking groups. Sensitive to the diverse needs and challenges faced by people living with low incomes, including but not limited to newcomers, Indigenous Peoples, members of racialized communities, people living with disabilities, people of all gender expressions and sexual / romantic orientations, and those experiencing intersectionality</li> </ul>

	<p style="text-align: center;"><b>Essential criteria</b></p> <p style="text-align: center;">Minimum (non-negotiable) qualifications, skills, experience, and/or knowledge needed to perform the job effectively.</p>	<p style="text-align: center;"><b>Desirable criteria</b></p> <p style="text-align: center;">Preferred nice-to-have attributes like additional certifications or advanced skills that give a candidate a competitive edge, but are not critical to performing the core duties.</p>
<p style="text-align: center;"><b>Skills and Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of accessibility standards and inclusive event practices</li> <li>• Knowledge of with Microsoft Office 365 suite of applications (Teams, SharePoint, Forms, PowerPoint)</li> <li>• Knowledge of event analytics, reporting, and evaluation tools</li> <li>• Knowledge of learning management systems, and learner analytic tools</li> <li>• Basic video editing skills, using tools such as ClipChamp</li> <li>• Strong technical troubleshooting skills in live virtual environments</li> <li>• Strong organizational skills and attention to detail</li> <li>• Ability to work both independently and collaboratively in a fast-paced environment</li> <li>• Adaptability and willingness to try new things. Self-motivated and at ease working independently or as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience working with the following platforms: Thinkific LMS, WordPress, Photoshop, Mentimeter</li> <li>• Knowledge of the financial empowerment sector and/or not-for-profit environment</li> <li>• Fluency in French</li> </ul>



# What we offer

## Prosper Canada offers

This is a fixed rate contract for 26 hours of work per week at an hourly rate of \$35.70 plus applicable HST. The consultant will attend virtual team touchpoints and virtual meetings and events. The contract will be approximately eight (8) months in duration from August 2026 to March 2027. The consultant will be available for the full duration of the contract with minimal absences. It is possible that the contract may be extended by mutual agreement.

Please note that our offices are closed on statutory holidays and from Christmas Eve through New Year's Day.



# Application details

## How to apply

- **Employment type:** Contract
- Vacancy status: New role
- Job location: Remote
- Travel: n/a
- **Application deadline:** July 9, 2026
- **Start date:** August 2026
- **How to apply:** Please email a cover letter and resume as one document to [hr@prospercanada.org](mailto:hr@prospercanada.org) indicating clearly where you saw our job posting and your salary expectations, and indicating in the subject line: **Application for Contract position: Events Production and Administrative Support Officer**

### Prosper Canada also values and welcomes:

- Applicants from racialized groups, including, Black, Indigenous, and people of colour.
- Applicants of all gender expressions and sexual orientations, including queer, trans, and two-spirit people.
- Your personal experience of living on a low income, being a newcomer, or living with a disability, and the insights and perspectives this would bring to your work.
- Your understanding of the concepts of institutional and structural racism and bias and their impact on underserved and under-represented communities.
- Your ability to build empathetic relationships with a broad range of people, including diverse communities living on low incomes.



If you do not meet all our requirements, but believe your skill set and experience are applicable or transferable, we would still love to hear from you.

We encourage candidates from equity-seeking groups to self-identify in their cover letters and to highlight how their lived experiences help them understand the needs and challenges of equity-seeking groups. We are committed to making accommodation for all candidates and staff with temporary or permanent disabilities.

**Applicants who may require an accessible format of this job description or accommodation to have a successful interview are encouraged to contact us.**

Interviews with candidates may be conducted virtually or in person for candidates in the Greater Toronto Area. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

The interview process would include HR Phone screening, Interview, Professional reference checks and Offer to the final selected candidate.

**Note:** Artificial intelligence (AI) is not used to screen, assess, or select applicants for this role.

**Thank you for your interest in working at Prosper Canada.**

Follow us on [LinkedIn](#) to be notified when career opportunities are available.