



Conference Solutions

Your Key to Success

June 2021

REGISTRATION COORDINATOR (CONFERENCES & ASSOCIATIONS) POSITION

Conference Solutions seeks a dynamic, self-directed and experienced professional to develop and implement integrated strategies that enhance our ability to support our association and conference management clients. The Registration Coordinator will be responsible for association and conference projects, including management of publicity and marketing, membership programs, committees, speaker, sponsor and tradeshow elements.

The Registration Coordinator works closely with the Account Associate and Account Managers, Conference Solutions' key clients and their committees and members, as well as outside vendors who support the association and conference management services we deliver.

Conference Solutions is an innovative company that partners with non-profit and mission-based clients to provide full-service support for the execution of conference and association management. The Conference Solutions team is driven by collaboration and innovation and operates within a fast-paced, client-centric, strategic environment.

Travel for client events and meetings, including the ability to travel internationally, is required. This position can expect to typically travel approximately 6 times per year for 5-7 days per trip, but will vary from year to year especially as we navigate COVID-19-related changes.

Responsibilities

Must love working with people and be comfortable in a client-facing role and enjoy project-based event work.

The Registration Coordinator will work in a collaborative team environment, with specific responsibilities that include engagement with key client stakeholders including committees, staff and members to fulfill the organization's strategic initiatives around association services and communications and conference registration.

Membership services will include the support of the client's renewal and recruitment cycles, as well as supporting member inquiries and facilitating membership committee-driven project work and client publicity.

Communications services will include the development and ongoing support of the client websites and social media platforms and conference, as well as newsletter, eflyers and other member-targeted communications oversight.

Registration management services will include development, oversight and reporting of conference registration, sponsorship program support, volunteer program administration, and conference projects as assigned.

- Provide prompt customer support to attendees, clients and their financial supporters (i.e. sponsors, exhibitors, grant funders) regarding registration, payments, travel and other inquires
- Online registration programming and data management using a variety of software platforms, including QuickBase and Aventri
- Oversee and monitor attendee registration processes and update Account Manager, client and vendors as needed
- Design and build online registration sites (attendee and sponsor/tradeshow/advertising) and all registration-related communications in selected software platform, per client specifications
- Assess event reporting needs and produce detailed weekly registration and hotel reports to Account Manager and client
- Support Finance Manager in reconciliation of event reports
- Oversee accounts receivable follow-up for registrants and financial supporters
- Work with Project Coordinator on sponsor, exhibitor and advertiser communications and fulfillment
- Manage group hotel and travel arrangements to ensure accuracy
- Develop and oversee program for onsite registration staff and volunteers
- Coordinate materials production and shipping of all registration supplies/requirements
- Work with association management team to support publicity efforts through email and social media campaigns
- Facilitate association membership projects
- Correspond with vendors as needed
- Other duties as requested

Relevant Experience

- Bachelor's degree and a minimum of one years' relevant experience in an office setting OR three years' experience in related work environment
- Demonstrated experience and results in print and digital marketing communications, including WYSIWYG editing platforms preferred
- Hands-on experience with Aventri, QuickBase (or other CRM) a plus
- Proficiency with basic office software products including MS Office Suite
- Excellent written and verbal communication, including outstanding writing/editing skills
- Organized, efficient, highly-accurate, and detail-oriented
- Capacity to multitask to address multiple simultaneous demands
- Ability to think strategically and deliver tactically

- Strong interpersonal skills including the ability to interface with staff, the Client's stakeholders and vendors with diverse work styles and at all professional levels
- Demonstrated creative initiative and leadership skills for collaborative team projects
- Proven ability to establish quick rapport and maintain excellent client and vendor relationships
- Reliable and punctual
- Self-starter with independent work ethic within a collaborative team environment
- Ability to travel (nationally and internationally) to attend client meetings

Work Environment

- This is a full-time, salaried position
- Compensation commensurate with experience
- Work is typically performed primarily in an office environment or onsite at client events and meetings
- Noise levels are moderate; primarily personnel interactions and traditional office machines
- Appropriate business casual attire is required during office hours; business dress to be worn during client events/meetings
- Ability to sit for eight continuous hours while in the office and stand for an extended period while onsite at conferences, and lift objects up to 25 pounds

Application Requirements

- Cover letter, resume, salary requirements, three professional references and work samples in PDF format
- No relocation package available
- Candidates must be authorized to work in the US for any employer without sponsorship
- No phone calls or drop-ins
- Open until filled

Learn more about Conference Solutions at www.ConferenceSolutionsInc.com