

Events Manager, Registration and Housing Job Description

Reports to: Nicole Knoderer, Senior Director of Conference & Events

Job Overview:

Develops, evaluates, refines, and executes registration and housing processes for conventions and small conferences. Attention to detail and superior communication skills are essential for this position. Registration is the first step for many attendees so this role is critical to the overall attendee experience.

QUALIFICATIONS:

General:

- At least 5 years of strategic event management from a programmatic standpoint, an administrative operational standpoint and/or volunteer operations
- Bachelor's degree in administrative management/hospitality management or equivalent work experience
- Proficient in
 - CVENT registration and housing software
 - Passkey
 - Excel
 - Word
 - PowerPoint
 - Teams
 - Zoom
 - Sharepoint
- Cvent hands on registration and reporting experience is preferred
- Experience working with cross-functional stakeholders, including executives
- Ability to work independently as well as with a team
- Occasionally lift/carry/push/pull objects that weigh up to 40 pounds
- Must be detail-oriented with the ability to work well under pressure
- Ability to juggle multiple deadlines and prioritize work at once
- Ability to think creatively to deal with unusual technical and high-stress business situations
- Ability to deal with critical deadlines and be willing to adjust work hours at times to complete work assignments; this can include weekends
- Excellent written and verbal communication skills
- Excellent customer service and organizational skills
- Learning and optimizing the attendee registration experience and keep up with industry trends or software updates to update our registration process
- Collaborative, big picture and inclusive problem solving
- Handle attendee inquiries via telephone and email

- Work with volunteers, staff, and temporary staff depending on the size of the event

Registration:

- Experience managing registration and housing for large scale events at or above 9,000 attendees
- Lead the online registration process for assigned events ensuring data integrity and reporting using event technology database (Cvent) and Excel
- Build out event registration sites using CVENT
- Develop event messaging with guidance from Sr. Director of Conference & Events and update as needed based on location and requirements per state or national regulations
- Monitor event registration site (CVENT) daily and interface with Finance as needed
- Provide timely and excellent customer service for event registration and general information inquiries that come in via email, telephone or through the event portal along with other Registration team members
- Provide training to support staff on modifying registrations and responding to event and/or conference inquiries. Ensure that support staff always have the most updated information to respond to inquiries with correct information
- Prepare and recommend pricing models for events in conjunction with the Sr Director
- For large scale events, will need to create and manage onsite temporary or vendor staff as needed

Housing:

- Review history of event to ensure correct room blocks are contracted or review data and create a housing block pattern with data supported information
- Manage room blocks and work closely with hotel contacts
- Collect information, manage, and provide rooming lists to hotels for small conferences and the Internal Rooming List for National Convention
- Ensure Passkey links are properly set-up for attendee registration
- Provide Passkey links to hotels and manage hotel relationships during the process to make sure all systems are being used correctly
- Reconcile master account for housing upon completion of event
- Reconcile for commissionable contracts with sourcing partner
- General knowledge of large housing contracts with an understanding of attrition, forecasting, and pick-up trends as well as sub-block agreements if needed

Travel Requirements:

- Ability to travel as required with notice

- Must be able to be onsite for event support
- Occasional All Staff meetings onsite

Office Life and Perks:

- Remote work
- Cell Phone Stipend
- Professional Development
- 401K
- Medical, Dental, and Vision Benefits
- Employee Assistance Program (EAP)
- FSA & HAS Plans
- Paid Time Off (PTO)