

Registration Coordinator/Specialist

Job Description

The Registration Specialist has responsibility for overseeing registration processes including online registration site creation, advance registration management, and onsite logistics. Their most critical role is creating and maintaining outstanding relationships with our clients.

Responsibilities include but are not limited to:

- **Client Management.** Our Registration Manager's act as the point of contact with our clients. They are given the responsibility of creating and maintaining strong relationships which includes anticipating client needs, responding quickly to requests, assuring client expectations are exceeded, and providing "best practices" consulting to minimize client costs and maximize client satisfaction.
- **Event Needs Assessment.** Meet with client to discuss the details of their event including their online registration needs, reporting needs, advance registration support, and onsite logistical expectations.
- **Training.** Produce training materials for the customer service team. Train Customer Service team on all aspects of the event so that they can knowledgeably field calls and emails, and provide exemplary customer service.
- **Pre-Planning & Onsite Management Documentation/Reporting.** Create Registration Planning Master document which includes an outline of: the Onsite Registration Plan (hours, counters, signage, equipment, shipping, etc.), Production Timeline, Registration Budget, Badging Plan, Session Scanning Plan, Staffing Matrix, and Key Contact List.
- **Communications.** Review MAP with client at event kick off, and continue to keep them abreast of progress. Involve client in key approval decisions such as badging, emails and reporting.
- **Onsite Management.** Manage registration area set-up to include: badges, supplies, materials, equipment, counters, and signage. Test all systems. Train registration staff. Provide necessary reporting. Assure registration runs smoothly.
- **Debrief/Event Closure.** Following event, close out all outstanding balance dues, provide final reporting to client, and conduct a full Debrief outlining both successes and areas for improvement.

- Other: Play an active role on the customer support team by assisting with phone calls, entering registrations, managing the badge assembly process and lending assistance and expertise, etc. to colleagues.

Requirements:

- Exhibits high level of leadership and initiative
- Responsive to client needs
- Excellent communication skills
- Ability to delegate and train with proven results
- Consultative in all aspects of registration management
- Highly organized, with strong attention to detail
- Excellent client management skills
- Ability to manage multiple priorities
- Works well in a team environment and independently