



****JOB OPPORTUNITY in Charlotte, NC****

Position Available:

Registration Coordinator

Qualified candidates, please send resumes directly to lori.janssen@conferencedirect.com.

About ConferenceDirect:

ConferenceDirect is one of the world's leading event management and hospitality services firms. We help clients save time and money by securing the best hotel accommodations, meeting space, conference venues, and hospitality services available at the most favorable terms possible. For more than 19 years, we've been passionate about achieving better results for our clients.

See more at our website: <http://conferencedirect.com/>.

Job Summary:

The Registrations Coordinator will be responsible for overall account support of ConferenceDirect registration accounts. This includes but is not limited to answering inquiries from both clients and their attendees via phone, email and fax. This position is responsible for the creation of reports and other administrative tasks on behalf of the ConferenceDirect account management and our clients as needed. This position will also complete administrative tasks for our clients' accounts. Additional responsibilities above and beyond what is listed may also be required.

Responsibilities:

Client Management

- Create simple to intermediate registration/event websites utilizing ConferenceDirect's registration technology
- Advise clients as to registration best practices, processes and procedures to maximize their registration website
- Participate in weekly client conference calls
- Process inbound emails and respond to customer questions
- Demonstrate effective questioning/listening skills when speaking with customers and third parties
- Maximize productive time, manage work queues and ensure multiple calls are made when appropriate
- Keep calls and emails on task and ensure efficient use of call handle time
- Track project tasks and completions in Asana
- Effectively manage registrations on behalf of the clients and their attendees
- Establish relationships with clients
- Manage email inboxes for both assigned and additional registration accounts

Additional Duties



- Respond to escalated issues assigned from the contact center
- Think strategically about new and inventive ways of servicing our clients
- Track all time in Harvest
- Assist with badge prints and stuffing
- Perform audits for registration department accounts on a weekly basis
- Create check reports on a weekly basis for registration department accounts
- Assist with customer service on both assigned and additional registration accounts
- Comply with all ConferenceDirect policies and procedures
- Assist with onsite shipping, preparation and logistics
- Assist registration Project Leads as necessary
- Additional duties above and beyond what is listed in this document

Minimum Qualifications:

- Bachelor's degree or equivalent practical experience
- Ability to communicate intelligently and effectively both in person and over the phone
- Ability learn technology quickly and address issues as they arise
- Outgoing personality, comfortable approaching conference attendees

Preferred Qualifications:

- Basic HTML/CSS knowledge
- Ability to keep organized and clearly communicate across a fast paced team
- Critical thinker/problem solver who can break down complex activities to attainable project tasks
- Able to work across organizations and business functions

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.