



## Mobile App Specialist

### About ConferenceDirect

Headquartered in Los Angeles, California, 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 15 years, we've been passionate about achieving better results for our clients. The position of Mobile app specialist is open within our Housing and Registration division located in Charlotte, NC.

### Job Details

<b>Title</b>	Mobile App Specialist
<b>Department</b>	Housing & Registration
<b>Reports to</b>	Director of Registration & Event Technology

### Job Summary

The Mobile App Specialist will be responsible for overall account support of ConferenceDirect mobile apps for clients and their attendees. Including but not limited to, assisting with the build of event mobile apps (both native and web based), creating and executing project plans, as well as answering inquiries from both clients and their attendees via phone, email, and fax. Creation of reports and other administrative tasks on behalf of ConferenceDirect account management and our Clients as needed. Limited travel is also required. Additional responsibilities above and beyond what is listed above may also be required as needed.

### Minimum Qualifications

- BA/BS Degree or equivalent practical experience
- Ability to communicate intelligently and effectively both in person and over the phone.
- Ability to learn technology quickly and address issues as they arise.
- Outgoing personality, comfortable approaching conference attendees.

### Preferred Qualifications

- Basic HTML/CSS knowledge
- Working knowledge of Photoshop
- 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.

### Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.



## Mobile App Specialist

### DETAILED ROLE & RESPONSIBILITIES

#### Responsibilities Include:

- Development and execution of an effective project plan.
- Assist in the creation of event mobile apps both web based and native (limited computer coding required).
- Creation and implementation of a mobile app marketing and app adoption plans.
- Assist in graphic design and creation.
- Effectively manage the app on behalf of the clients and their attendees
- Assist in the creation of onsite material and signage
- Establish relationships with clients
- Provide client reports and information at desired intervals
- Participate in weekly client conference calls
- Assist with planning & fulfillment of onsite mobile app desk including troubleshooting devices, approaching attendees, and assisting the client with modifications.
- Think strategically about new and inventive ways of servicing our clients
- Provide backup support to the lead Account Manager when traveling / out of the office
- Provide overflow support to the contact center as follows
  - Process inbound hotel and registration calls.
  - Facilitate outbound call projects as needed (billing, sales, informational)
- Process inbound emails and respond to customer questions.
- Follow call flow model and quality assurance guidelines.
- Keep calls and emails on task and ensure efficient use of call handle time.
- 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.
- Track Project tasks and completions in BaseCamp
- Respond to escalated issues assigned from the contact center
- Utilize all office tools in the completion of assigned tasks
- In conjunction with the Account Manager, provide on call support during the “onsite” portion of your clients meetings.
- Assist with the creation of mobile app final reports
- Assist the registration team with site builds, reporting and maintenance.
- Additional responsibilities beyond what is listed above may also be required as needed.

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