Registration Senior Coordinator

At Meeting Expectations, service is our business. We thrive on speedy resolution to our clients’ needs and concerns, and can do so with grace and a smile. Our Registration Team is a specialized group of customer service experts who are able to attend to the varying needs of registrants of all types in a fast-paced environment, while maintaining the highest levels of professionalism and customer service excellence.

As a Registration Senior Coordinator, you will work closely with several different meeting planning teams under the direction of a Registration or Meeting Planning project leader to establish and maintain the registration process for client events. You will serve as a primary point of contact for all registrations through the entire conference lifecycle – beforehand, on-site, and afterward. We’re always striving to find ways to do things better, ensuring our customers have the best experience possible, so we look to our employees to help us improve.

Principal Duties and Responsibilities

**Customer Service**

- Provide excellent customer service to internal and external clients through all communication channels
- Quickly establish rapport with clients while maintaining upbeat, positive attitude
- Project patience, empathy, caring and sincerity in voice tone, actions and words
- Reference and communicate event information from a number of different sources to clients and attendees
- Professional and speedy resolution to all client and attendee requests
- Ability to effectively multi-task, working with several clients at a time

**Registration Coordination**

- Develop proficiency with utilizing multiple registration systems
- Accurately enter and maintain data to ensure accuracy and consistency of information
- Follow-up with registrants regarding outstanding payments pre- and post-event
- Produce auditable results by processing credit card transactions and applying check payments accurately and efficiently
- Maintain compliance with Payment Card Industry (PCI) policies and procedures
- Assist with various areas of registration projects, including inventory management, badge printing, on-site preparation, reporting, and communication
- Attend and participate in regular project meetings to track progress, communicate FAQ, and contribute to ongoing process improvement
- Cross-train and assist as backup on an as needed basis for all registration clients
- Handle special projects and/or other duties as directed
Reporting

- Track registration client history
- Follow departmental procedures related to reporting guidelines
- Draft and prepare registration reports for clients using Microsoft Excel
- Provide reconciliation reports and work with Accounting Department to generate invoices
- Contribute to post-conference wrap-up reconciliation and reporting

MINIMUM REQUIREMENTS

- High school diploma or GED
- At least 1 year of customer service or data management
- Ability to work both independently and as a team player
- Inspire confidence and positively influence the behavior, actions, and thoughts of others
- Flexible, adjusts quickly, and reacts positively to change
- Organizes work and develops strategies to adapt to constantly changing workload
- Strong written and verbal communication and interpersonal skills
- Strong follow-up, organizational and time management skills
- Proficiency in Microsoft Office productivity suite required, along with ability to learn new software quickly

ESSENTIAL PHYSICAL FUNCTIONS

- Ability to travel up to 25%
- Ability to lift up to 35 lbs.
- Ability to sit for extended periods of time
- Regular or corrected vision and hearing within normal range

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<tr>
<th>Project Role</th>
<th>▪ Individual Contributor. May review/guide the work of others</th>
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<tr>
<td>Skills/Qualifications</td>
<td>▪ Intermediate-level professional contributor</td>
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<td>▪ Typically requires high school diploma or GED and 1-4 years of experience in a related field</td>
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<td>▪ Adheres to departmental processes and procedures</td>
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<td>Scope of Impact/Degree of Independence</td>
<td>▪ Works independently on larger, moderately complex projects/assignments that have direct impact on department and area results. Receives guidance only on unusual complex problems or issues</td>
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<td>▪ Errors in judgment or failure to achieve results may cause delays in program schedules and may require some expenditure of resources to rectify</td>
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| Problem Complexity/ Decision-Making Authority | - Performs professional level work that typically requires processing and interpreting, more complex, less clearly-defined issues. Identifies problems and possible solutions and takes appropriate action to resolve  
- Plans most aspects of work within specified deadlines with some need to change the priorities |
| Technical Knowledge | - Possesses and applies broad knowledge of principles, practices, and procedures of a particular product or platform to the completion of moderately complex assignments  
- Has basic knowledge of additional services |
| Corporate Contribution | - Participates in training and provides training to lower level professionals  
- May assist in writing case studies, documentation, or enhancing knowledge network  
- Provides guidance to new and potential consultants. |

**Key Competencies**

**Client Satisfaction** – Understands client needs and ensures that they are taken care of either directly or by escalating the need to a superior. Ensures that all inquiries from the client are responded to in a timely and professional manner and establishes realistic expectations for answers and follow-up. Takes responsibility for the client request and follows up on the resolution even if it is something that needs the attention of a co-worker to resolve. Keeps superiors apprised of major client concerns or issues.

**Dependability** – Adheres to attendance and tardiness policy and prepares superior and co-workers for any planned absence. Is punctual when attending meetings, conference calls or other functions. Delivers on responsibilities and tasks with limited follow up and in a timely manner. Notifies superior in advance if a deadline is in danger of not being met. Follows all Meeting Expectation’s policies and procedures.

**Quality** – Provides a finished work product free of errors with little revisions or editing required. Ensures a good understanding of the task at the beginning by asking for clarification as needed. Relays accurate information to the clients and strives to ensure that there is no misunderstanding. Consistently strives to deliver better service and products.

**Communication** – Is able to articulate thoughts in a concise and succinct way. Uses proper grammar and sentence construction in all forms of communication including email. Ensures no spelling or punctuation errors exist in written communications. Expresses sincerity and understanding when dealing with clients, especially when there is a problem. Actively listens and probes for clarification as needed and acknowledges understanding through body language, words or paraphrasing. Maintains a courteous, helpful and professional tone at all times.
**Adaptability** – Demonstrates willingness to change or modify task or responsibility as needed. Easily accepts being moved from one task to another as priorities change. Works with superiors to develop creative solutions to unique situations.

**Teamwork** – Contributes to the team by fulfilling responsibilities and tasks in a timely and quality manner. Offers ideas and suggestions as warranted. Asks others on the team if they need help and willingly helps when the needs arise. Works for the success of the team, client and project. Uses appropriate leadership channels to resolve issues or escalate problems with the team or other team members. Volunteers for or accepts team assignments as warranted.