

## **Job description**

### **Conference Services Program Coordinator**

**Updated:** February 2020

**Status:** Full Time – Hourly

**Office Location:** LaGrange, GA

### **Company Description**

Association Services Group is a full-service association management company serving trade and nonprofit organizations in Georgia and throughout the United States. Our services include membership management, event planning, coordination and onsite support, virtual event management, member program coordination, certification program management, governance and strategic planning, communications and marketing management, and complete financial management.

Our mission is to provide the highest level of service we can to help these trade organizations and nonprofits meet their goals. The key to success here at ASG is to hold fast our 5 core values:

- **Choose Happiness:** We practice professionalism and compassion in every interaction, and we embrace positivity.
- **Put Others First:** With clients and fellow team members, in the community and as a company, we believe in putting others above ourselves.
- **Pursue Excellence:** Excellence is the expectation at ASG, and we are in constant pursuit. We are always seeking to improve our craft.
- **Commit to Integrity:** We hold fast to truth and never compromise character.
- **Seek Creative Solutions:** We don't give up; we pursue innovative solutions and step out of the box to find the best answer to a problem. For more information on ASG and the clients we serve, please visit [www.associationservicesgroup.net](http://www.associationservicesgroup.net).

### **Position Description**

The Conference Services Program Coordinator position functions in a key role to support ASG's Director of Conference Services and the Conference Services Department. Program

Coordinators provide administrative, communications, membership services and meeting support. From time to time this position may have additional duties or responsibilities assigned for similar member services, administrative and/or conference coordination assistance. The primary responsibilities of this position include, but are not limited to,

- Participate in vendor and venue selection process, including preparation of RFPs, review and assessment of responses, and making recommendations for selection of vendor or venue.

- Hotel and venue contract negotiations (room rates, attrition, pricing, etc.).
- Budget building and management.
- Ensure contract compliance by facilities concerning counts and guarantees, food and beverage (menus) and audiovisual needs, as well as meeting arrangements, room setups, reservations, etc.
- Coordinate and/or prepare name badges and registration reports as well as handout material, membership applications, evaluation forms, brochures on upcoming events, and other miscellaneous supplies required for the registration desk.
- Responsible for coordinating the collection, recording, and acknowledging registrations, and/or responses to notices about meetings; monitoring program counts, cutoff dates and anticipated attendance, etc.
- Assist in the coordination and executive of marketing for the assigned event, trade show or sponsorship opportunities.
- Preparation of documents, correspondence, media kits, board minutes and reports, distribution of press releases, announcements, coordination of media requests.
- Coordinating exhibit material for table or booth displays, including gathering and packing of materials, preparing shipping documents, and shipping of displays and materials to various conferences, receipt of return materials and re-stocking of supplies.
- Assist in coordination and marketing of assigned events. May work with other team members to develop communications, e-news, brochures and other marketing/promotional materials.
- Responsible for the project support of assigned association(s), projects, programs or meetings. Understanding the client's scope of services to be provided by ASG will be critical to job performance.
- Maintaining databases of members, prospective members, registrations, attendees, exhibitors, suppliers and/or other lists as requested by the association.
- Serving as primary point of contact for customer service inquiries. Identifying and respond to customer needs. Report customer concerns to Director of Conference

Services for appropriate adjustments of offerings, processes, etc. in the future.

- Some travel is required for this position. All required travel will have at least a two days' notice.
- Must be able to lift boxes/items weighing 25-50 lbs.

This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Requires organized, confident, self-starting individual with strong communication, project management, and customer services skills. The individual must be able to serve as meeting host, positively interact with members, manage conflict on site at events, and maintain the ultimate customer services attitude to well represent Association Services Group.

**Knowledge of the following:**

1. Administrative and clerical procedures and systems
2. Proficiency in technology systems such as word processing, filing and records management systems, and other office software, including Microsoft Office Suite specifically, Word, Excel, PowerPoint, Outlook and Publisher.
3. Grammar, spelling and punctuation.
4. Web experience, with CMS proficiency a plus.
5. Principles, practices and procedures of an office environment

**Skills & Abilities:**

1. Must be able to deal with people in a manner which shows sensitivity, tact, and professionalism.
2. Speak clearly, concisely and effectively; listen to and understand information and ideas as presented verbally.
3. Maintain confidentiality.
4. Ability to handle multiple tasks, prioritize work, and handle pressure.
5. Must be self-motivated and work independently, making decisions as needed.
6. Plan, organize and prioritize time and workload in order to accomplish tasks and meet deadlines.
7. Find, gather and collect information or data.

Job Type: Full-time

Pay: \$16.00 - \$19.00 per hour

Expected hours: 40 per week

**Benefits:**

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance
- Health savings account

- Life insurance
- Paid time off
- Professional development assistance
- Referral program
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Day shift

Experience:

- Events management: 1 year (Preferred)
- Customer service: 1 year (Preferred)
- Meeting management: 1 year (Preferred)

Ability to Commute:

- LaGrange, GA 30241 (Preferred)

Ability to Relocate:

- LaGrange, GA 30241: Relocate before starting work (Preferred)

Work Location: In person