

We are looking for a DYNAMIC CONFERENCE REGISTRATION & HOUSING MANAGER

Location: Remote - BC or ON

The Registration and Housing Manager's main tasks will be to build and manage the registration and housing portals for conferences organized by Venue West. You will be responsible for managing delegate communication relating to registration and housing, handling financial reconciliation of registration revenue and overseeing the registration desk and related tasks for selected conferences. You will work closely with your conference team under the direction of your conference manager and will be required to travel to manage registration counters onsite at our conferences.

THE MUST HAVE

- » You have managed the registration and housing process for conferences and negotiated and managed hotel contracts.
- » Knowledge of the EventsAIR platform is an asset
- » You are a multitasker who is used to working on multiple projects at one time while being accountable to several different clients and internal stakeholders.
- » Understanding of conference financials and having the ability to reconcile the registration revenue.
- » Prioritizing and deadlines are in your DNA and you don't get flustered in stressful situations.
- » Working with committees and associations is second nature to you.
- » Highest level of professionalism in communicating with clients and internal teams.
- » You are a great mentor for junior staff and set the bar for professionalism.
- » Willingness to learn, test, and share knowledge.
- » Creating a welcoming and inclusive atmosphere onsite

THE DETAILS

SET UP REGISTRATION AND HOUSING PORTALS

- » Set up registration and housing portals based on briefing from and in close coordination with the conference manager and team.
- » Set up standard communication that is related to registration submission, such as confirmation emails, outstanding payment reminders, etc.
- » Set up financial documents (invoices, receipts) for each project
- » Ensure that all items such as accounts, taxes, fees, dietary requirements, catering counts, deadlines, visibility, data privacy etc. are set up correctly
- » Ensure proper internal testing and implementation of feedback from project team



- » Ensure timely implementation of client feedback after testing
- » Set up reports and make them available for the conference manager's use
- » Update payments (cheques, bank transfers) in close cooperation with Accounting
- » Monthly reconciliation of registration and housing
- » Final reconciliation of registration and housing
- » Trouble shooting for technical issues on registration forms
- » Other duties as assigned

HOUSING CONTRACT NEGOTIATION AND MANAGEMENT

- » Develop housing RFPs based on information provided by the client and conference manager
- » Distribute the RFP to potential destinations and hotels
- » Receive and summarize potential housing contracts for presentation to the client
- » Negotiate with short-listed hotels to get the best contracts for the client
- » Review final contracts for presentation to the client for signature
- » Manage hotel room blocks
- » Other duties as assigned

ONSITE PREPARATION AND REGISTRATION DESK MANAGEMENT

- » Set up name badges templates
- » Manage inventory for name badges, lanyards, etc.
- » Manage pre-printing of name badges and tickets as well as badge stuffing if applicable
- » Review onsite registration and check-in scenarios with conference manager and assist with coordinating necessary onsite supplies/equipment
- » Assist with preparing checklists and overseeing preparation and shipping of on-site supplies for registration area
- » For selected conferences, ensure registration area is set up correctly
- » For selected conferences, conduct training of temp staff and/or volunteers
- » For selected conferences, manage registration desk
- » Report any issues to conference manager when onsite
- » Other duties as assigned

GENERAL RESPONSIBILITIES

- » Create templates and demo sites for clients in close cooperation with Operations
- » Continuously evaluate and improve registration processes, procedures and documentation in close cooperation with Operations



- » Attend trainings on a regular basis to ensure most up-to-date knowledge of the software
- » Stay up to date on national and international data privacy laws and ensure Venue West is working according to the latest regulations.

EDUCATION AND EXPERIENCE

- » Knowledge of the EventsAIR platform is an asset
- » Demonstrated experience multitasking and prioritizing is a MUST
- » Self-starter
- » 3+ years related experience managing registration and housing services
- » Excellent English grammar skills both written and oral
- » Strong client management skills
- » Ability to work with multiple teams and supervisors
- » Profound knowledge of MS Office

A BIT ABOUT US

Venue West was founded in 1970 and has been an important part of the Canadian conference and association industry ever since. We are one of only 5 companies in Canada and less than 200 in the world who are certified by the International Association of Professional Congress Organisers (IAPCO) to manage an international congress. We work with clients from across Canada and from around the world to manage small to large conferences, associations, and events.

HOW TO APPLY

Qualified candidates are invited to submit their resume and cover letter along with salary expectations by email to careers@venuewest.com. Please include "Registration and Housing Manager" in the subject line. Venue West Conference Services encourages applications from candidates of all backgrounds. Applicants not applying in the above manner will not be considered.

ADDITIONAL INFORMATION

Position Type: Non-Management

Reports To: President

Job Status: Permanent Full-Time

Application Deadline: When filled

Benefits Package after 3 months

Competitive Salary

