

We are looking for a **DYNAMIC CONFERENCE REGISTRATION & HOUSING MANAGER**

Location: Remote - ON

As the Registration and Housing Manager, you will play a pivotal role in creating and overseeing registration and housing portals for conferences organized by Venue West. Your responsibilities will include coordinating delegate communications related to registration and accommodations, managing housing logistics, and negotiating and administering hotel contracts. You will also handle financial reconciliation of registration revenue and oversee the onsite registration desk for select events. Collaborating closely with your conference team under the guidance of your conference manager, you'll also have the opportunity to travel to ensure a seamless onsite experience for attendees.

THE IDEAL CANDIDATE HAS

- » Solid experience in the full conference registration and housing management process, from setup to post-event reconciliation.
- » Extensive experience in managing housing logistics for conferences, including negotiating and managing hotel contracts as well as a solid understanding of Hotel Group Blocks and Group Management
- » A proven ability to negotiate favorable hotel room blocks and group rates while ensuring client needs and budget are met.
- » Knowledge of the EventsAIR platform.
- » A multitasking ability with a focus on multiple projects and coordination with various clients and internal stakeholders.
- » Strong understanding of conference financials and the ability to reconcile revenue.
- » Excellent organizational skills, with a focus on prioritization and meeting deadlines in a fast-paced environment.
- » A high level of professionalism in all communications with clients, teams, and external partners.
- » Strong mentoring skills, supporting junior staff in professional development and setting high standards for service.
- » A passion for learning, testing, and sharing new knowledge with the team.
- » The ability to foster a welcoming and inclusive atmosphere onsite for all attendees.

THE DETAILS

HOUSING CONTRACT NEGOTIATION AND MANAGEMENT

- » Lead the development of housing RFPs based on the needs of the client and conference manager.
- » Distribute RFPs to select hotels and destinations, ensuring all potential options meet the needs

of the conference attendees.

- » Review, summarize, and present hotel contract proposals to the client, ensuring terms and rates align with client expectations.
- » Negotiate with selected hotels to secure the most favorable room blocks, rates, and contract terms for the client.
- » Carefully review final hotel contracts and present them to the client for approval and signature.
- » Oversee hotel room block management, ensuring room allocations and cancellations are effectively handled throughout the event cycle.
- » Manage group housing
- » Provide ongoing support regarding housing needs and adjustments up to the event's start.

SET UP REGISTRATION AND HOUSING PORTALS

- » Manage the setup of both registration and housing portals, ensuring accurate integration between the two systems based on the client's needs.
- » Develop clear, client-specific communication templates related to registration and housing confirmations, outstanding payments, etc.
- » Ensure seamless setup of financial documents, including invoices and receipts, and ensure tax, fee, and data privacy compliance.
- » Coordinate the internal testing of registration and housing portals, ensuring any necessary feedback is promptly addressed.
- » Provide monthly and final reconciliation to maintain financial accuracy.
- » Resolve any technical issues in a timely manner.

ONSITE PREPARATION AND REGISTRATION DESK MANAGEMENT

- » Prepare name badge templates and manage related inventory (badges, lanyards, etc.).
- » Review the registration and check-in process, ensuring all necessary supplies and equipment are available for smooth onsite operations.
- » Manage the training and coordination of temp staff and/or volunteers for registration desk duties.
- » Oversee the setup and management of the onsite registration desk, troubleshooting any issues as they arise.

GENERAL RESPONSIBILITIES

- » Collaborate closely with Operations to create templates and demo sites for clients
- » Continuously evaluate and enhance registration and housing processes in partnership with Operations
- » Stay up-to-date on industry best practices, including the latest software and data privacy regulations, ensuring all processes remain compliant and effective.

EDUCATION AND EXPERIENCE

- » A degree or diploma in event management, hospitality, business administration, or a related field is preferred. Equivalent work experience in a similar role will also be considered.
- » Minimum 3–5 years of experience in managing registration and housing for conferences or events.
- » Proven track record of negotiating and managing hotel contracts, and room blocks.
- » Solid understanding of hotel group blocks and group management
- » Experience in using event management platforms such as EventsAIR or similar is highly desirable.
- » Strong background in client communication, financial reconciliation, and onsite management.
- » Familiarity with working in fast-paced environments and managing multiple projects simultaneously.
- » Excellent English grammar skills both written and oral
- » 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 who do not apply in the above manner will not be considered.

ADDITIONAL INFORMATION

Position Type: Non-Management
Reports To: President/Operations Manager
Job Status: Permanent Full-Time
Application Deadline: When filled
Benefits Package after 3 months
Competitive Salary

