



Event Technology Coordinator

REPORTS TO: Vice President, Event Technology

PURPOSE:

The Event Technology Coordinator is responsible for assisting in the meeting and event program registration solutions. This role provides support to drive growth and profitability by increasing customers' experience by smoothly executing the conference plan; this is achieved primarily through technical conference set up and enhancing technical marketing materials management.

PRINCIPAL ACCOUNTABILITIES:

Registration:

- Provide customer service to event attendees via phone or email
- Assist the Event Technology Managers with all aspects of attendee registration
- Manage Slack workspaces and maintain training on its use
- Manage iPad workflow to ensure digital delivery of on-site event documents to Event Staff
- Work within the registration website technology to manage thresholds for arrival/departure parameters, room blocks, room block changes, activities, roommate assignments, data capture, and reporting
- Manage online reporting tools to provide client and internal team with required reporting
- Create and manage attendee confirmation communication pieces
- Produce all required on-site reports, labels, name badges, confirmations and misc. program collateral
- Participate in on-site registration process including travelling on-site for the event
- Research event technology solutions on behalf of the company

REQUIREMENTS:

- 1 year of industry experience
- College degree or equivalent work experience
- Working knowledge of online registration administration (any online registration tool)
- Adept at working on multiple projects at once, problem solving, improvising, and functioning as part of a team that often must perform under pressure
- Ability to collaborate and develop positive business relationships with cross-functional team
- Meticulous organizational abilities
- Effective verbal and written communicator
- Strong team player
- Strong computer skills required:
 - Power user in the Microsoft Office Suite
 - Advanced mail merge experience

LOCATION OF POSITION:

Emeryville, California with occasional travel to events. This position is not eligible for remote work.