Title: General Assistant

Functional Title: Meeting Services Assistant

Position Summary/Purpose of Position:
The University of Maryland department of Conferences & Visitor Services provides administrative and logistical support for hosting educational conferences, summer camps and other similar non-credit programs and events. Conferences & Visitor Services operates as a One-Stop-Shop assembling and coordinating comprehensive packages of services for conferences and events annually.

The meeting planning and registration services side of operations seeks a Meeting Services Assistant to provide administrative support in the successful implementation of 20 – 30 professional programs and events.

I. Primary Functions
1. Manage & support conference registration processes for concurrent events
2. Provide administrative and project management assistance
3. Manage registration & conference supplies

II. Required Qualifications
1. High School Diploma or GED
2. 3 years experience providing administrative support or customer service
3. Expertise in setting priorities and time management
4. Excellent phone, verbal and written communications skills
5. Ability to work independently and/or with a team
6. Flexibility and adaptability in problem solving
7. Ability to think several steps ahead while keeping important details in mind
8. A penchant for online technology
9. Proficiency in Microsoft Office Suite (including Excel, Word, Publisher)
10. Ability to lift up to 50 pounds

Preferred Qualifications
11. Experience and skill in the event industry
12. Familiarity with registration software or complex databases

III. Scope of Work
1. Manage & support conference registration processes for concurrent events
   a. Understand and proficiently navigate the Certain, Inc. registration platform in order to manage conference registration for concurrent events
   b. Send out email blasts as needed through registration system
   c. Provide assistance to attendees throughout the registration process via email and telephone
   d. Work with attendees and clients to troubleshoot credit card transaction problems, send invoices/receipts, administer cancellations and process checks, wire transfers and purchase orders
e. Audit registration data on a frequent basis to assure registrations are accurate
f. Manage the production of name tags and registration materials needed onsite prior to each conference
g. Provide onsite registration/event information support, which will include some early mornings, evenings and/or weekends
   i. Advanced notice would be given for hours required outside of standard weekly schedule
h. Assist with final reconciliation of financial and billing records

2. Provide administrative and project management assistance
   a. Process incoming contracts
   b. Manage registration system timeline for conferences and assure all tasks are completed by the appropriate party at the appropriate time
   c. Provide regularly scheduled detailed registration reports (such as total numbers, rsvps to specific events, dietary and special accommodation requests etc)
   d. Track travel related activities and/or honorarium payments for identified conference attendees

3. Manage registration & conference supplies
   a. Work with Meeting Services Manager and Assistant Director, Program Management to gather and order office supplies for onsite events on an ongoing basis
   b. Manage incoming office supply shipments and keep team apprised
   c. Plan, pack and arrange materials and supplies for onsite use at events
   d. Keep existing office supplies organized and inventoried

IV. Standards of Performance
    1. Serve as the primary point of contact for all attendee registration related inquiries
    2. Meet all deadlines as indicated by supervisor
    3. Accomplish tasks carefully and thoroughly, with appropriate questions asked when necessary to ensure that the job is done correctly
    4. Be adaptable to changes in workload
    5. Maintain high level of professionalism and provide exceptional customer service
    6. Enjoy your work

V. Hours
   Part time. Standard work week would be comprised of four, 5 hour days. Preferred schedule would be 5 hours between the hours of 9am - 4pm, four days a week. Specific days & times are negotiable. Additional hours outside of standard work week schedule, including early mornings, evenings and weekend hours will occasionally be required due to the scope of conference management. Advance notice would be given for required hours outside of standard work week schedule.

VI. Salary and Benefits
    Hourly position. Hourly wage range begins at $15.50 to commensurate with experience.

VII. Apply
    Apply by Monday, July 22, 2019 for best consideration. Open until filled. Qualified candidates should send resume and cover letter to kmh@umd.edu and include “Meeting Assistant” in the subject line.