

The Association for Healthcare Philanthropy is seeking a Coordinator of Event Registration and Services. This is a full-time position located in Arlington, VA.

Please send resume and cover letter to: Deb Borg, Human Resources, deb@suppleegroup.com

Summary of Position:

Under the supervision of the Director of Education and Events, the Coordinator of Event Registration and Services will provide administrative support to the Education and Events team and acts as the first point of contact for all event inquiries and registration processing and serve as the primary administrator of the registration database and reporting. The Coordinator will have exceptional customer service skills; providing support to all members, AHP event participants and internal staff.

Principal Duties:

- Provides the highest level of customer service, responds to member requests within 24 hours, resolves problems, assists and answers questions pertaining to event registration processes which includes managing the meetings inbox
- Responsible for successful execution of all event shipment processes, ensuring delivery of items to/from event facilities
- Manages all updates, changes and configurations to attendee, sponsor/exhibitor and speaker conference registrations
- Is responsible for the setup of all AHP events in iMIS to facilitate attendee registration online
- Implements and is responsible for the registration process for all AHP events to include but not limited to pre-registration, onsite registration, mail registration, online registration, cancellations, balance due invoicing, payment collections, and badge printing & stuffing
- Prepares and distributes all registration data reports
- Maintains excellent communication and coordination with all departments on updates/issues/trends pertaining to event registrations

Secondary Duties:

- Works on special projects and other duties as required helping to promote Association's success
- Remains current with latest meeting and events programs to further drive success of the department and industry
- Responds to questions from all stakeholders regarding AHP events and exhibits offerings
- Assists with all pre-event planning, onsite event preparation and execution
- Other administrative duties as assigned

Position Specifications:

Education/Training/Certifications:

- Bachelor's degree preferred
- 2-5 years of progressive responsibility in the administration of meeting and event programs preferred
- Association management environment work experience a plus

Essential Skills/Knowledge:

- Excellent member/customer service ethic
- Strong demonstrated database skills, iMIS experience preferred
- Experience with major business software applications (Microsoft Office Suite etc.)
- Strong written and verbal communication skills in written and verbal formats
- Proficient in project management; effectively manages schedules and deadlines and communicates them to stakeholders for ongoing initiatives with minimal supervision

Essential Competencies & Behaviors:

- Thrives in a collaborative environment

- Maintains good rapport with all departments
- Detail oriented
- Excels in a fast-paced work environment
- Understands role and responsibilities within the broader business context
- Flexible and resilient
- Willing to embrace change and adapt as needed
- Self-motivated and capable of building strong relationships
- Innovative and solutions-based
- Punctual, present and reliable
- Skilled at eliciting cooperation and collaboration from a wide variety of sources