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**Specialist, Attendee Management Services**

The role of the Specialist, Attendee Management Services will be to build registration and housing websites for American Cancer Society meetings and develop mobile meeting apps for meetings. The role will include attendee management from meeting request to final reconciliation. The individual will have frequent interaction with Event Meeting Planners, Travel Managers, internal stakeholders and meeting attendees.

**MAJOR RESPONSIBILITIES:**

• Teaming with the assigned Strategic Meeting Partner and Meeting Planner, gathers, organizes, and assesses information, and develops and prepares recommendations for website content.
• Build and maintain registration and housing websites within preferred supplier technology for capturing information from participants registering for ACS meetings.
• Coordinates with Travel Management Company to ensure connectivity to online air travel booking tool for attendees of ACS meetings and event.
• Creates and schedules reports for clients for assigned ACS meetings.
• Build and maintain meeting mobile apps for large ACS meetings.
• Provide guidance and support on the meeting software and reporting. Act as the main point of contact for attendee management for assigned client and be consultative in your approach.
• Provide updates to Strategic Meeting Partners and Meeting Planner relative to activity and issues with stakeholders, where further training or guidance is needed.
• Manages housing changes with the hotel for ACS meetings, to include, but not limited to comparing internal data with hotel data and resolving discrepancies.
• Compare housing data vs travel data for consistency and accuracy; clarify discrepancies.
• Identifies missing air reservations using data from the travel management company, and applies process to populate travel information in the meeting management tool.
• Answer inquiries at the meeting support mailbox as well as the program support line.
• Design name badge templates using onsite badge printing software and technology.
• Some onsite travel necessary.
• Reconciles final reporting with vendor housing bills for accuracy. Rectify discrepancies with hotels. Enter data into meeting management system as indicated by department Standard Operating Procedures.
• Provides final housing reconciliation for payment with financial allocation.
• Update Standard Operating Procedures (SOPs) as needed, make recommendations for process improvements
• Provide general support to meeting planners as needed.
• Participates in various committees and professional and trade organizations to keep abreast of industry trends.
• Performs miscellaneous job-related duties as required.

**POSITION REQUIREMENTS**

• Bachelor’s Degree. 2 - 4 years successful work history in related position, or equivalent combination of both.

SKILLS:
• Knowledge of Attendee Management tool Cvent, Excel and Microsoft Office Suite. Understanding of HTML a plus
• Ability to manage multiple priorities and adaptability to fast changing demands. Exceptional problem-solving skills, calm under pressure and works well in a collaborative environment
• Strong organizational skills and experience in managing multiple events at the same time from request to execution
• Exceptional communication skills and expertise in establishing long lasting professional relationships with clients, co-workers and vendors.
• General knowledge of meeting planning processes
• Passionate about efficiency through technology and innovation
• Open minded personality, with the ability to think outside the box to find solutions.
• Ability to work well with diverse groups and personalities, function in a team environment with direction coming from multiple people

SPECIAL MENTAL OR PHYSICAL DEMANDS:
• Work is normally performed in a typical interior/office work environment.
• No or very limited physical effort required.
• No or very limited exposure to physical risk.
• Travel may be required.

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