



## **Registration and Housing Manager**

This is a temporary position from January 25 through May 20, 2022.

This position is a part-time position of (24) hours per week with the potential for additional hours for conference related travel.

## **About The Balcom Group**

The Balcom Group is a women owned and operated conference planning and management company.

For over 30 years, TBG has been dedicated to providing quality services to nonprofit organizations, associations and other agencies at affordable costs. Our work enables our clients to receive superior meeting and conference management services that facilitate furthering their organization's mission and allows our staff the opportunity to work with people that champion issues that affect societal change.

TBG is a powerful management force that allows organizations the benefit of a successful meeting or event without the anxiety involved in the planning.

## **Job Overview**

Responsible for the development and management of rooming and registration related duties of large and small-scale conferences. Attention to detail and superior communication skills are essential for this position.

### **Responsibilities:**

- Create online registration forms; manage registration; support site and vendor relations; process payments and invoices to/from vendors, speakers, and consultants.
- Produce status reports and update metrics on program registrations, product usage, and sales.
- Field and route questions and requests from clients and attendees and others and provide back-up support to the Balcom Group team.
- Travel occasionally to onsite programs to provide on-site logistical support.
- Creation and maintenance of rooming related reports from detailed contracts, weekly pick up reports and rooming lists
- Direct communication with hotel partners and clients for rooming needs.
- Undertake additional programmatic and administrative responsibilities as assigned.



**In addition to the above main responsibilities, the position may require a variety of tasks including:**

- Summary of proposals received for clients contracting a future meeting.
- Participating in weekly client planning calls as available and requested.
- Participate in weekly staff meetings.
- Specialty item ordering on request.

**Requirements:**

- Capacity and motivation to develop an in-depth understanding of our client’s resources and services.
- Excellent writing, verbal, analytical and organizational skills, and attention to detail.
- Ability to provide high-quality customer service.
- Ability to prioritize, take initiative, and work well under deadline, with both short-turnaround and longer-term projects.
- Ability to work effectively and independently, as well as in a team.
- Proficiency with Microsoft Office products (e.g., Word, Access, Excel, and PowerPoint) and aptitude to develop a high level of proficiency with database, content management, webinar, video conferencing, and other technology. HTML experience desirable but not required.

**Reports To Marti Balcom, Founder & Prez., The Balcom Group**

**How to Apply**

Interested candidates should send a thoughtful cover letter, salary expectations, and resume or letter of interest to [thebalcomgroup@thebalcomgroup.com](mailto:thebalcomgroup@thebalcomgroup.com) and include “Registration and Housing Manager” in the e-mail subject line. While we value initiative, we cannot field phone calls regarding the position. Please respond no later than December 20, 2021 for consideration.

*The Balcom Group is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*