

Meeting Coordinator

Title: Meeting Coordinator

Business Unit: AVAIL Meeting & Speaker Bureau Services

Department: Meeting Planning Services

Reports to: Senior Manager of Meeting Planning Services

Classification: Exempt

Summary of the Job

The Meeting Coordinator is a key member of the Meeting Planning Services department, offering administrative support to the Meeting Management team regarding advisory boards, speaker trainings, investigator meetings, corporate events, and other sales/training meetings. This individual assists in the management of key logistical deliverables such as participant communications, faculty contracting, registration Web sites, on-site team coordination, food and beverage arrangements, and transportation. The Meeting Coordinator manages the quality assurance process for program communications and other deliverables as generated by the Meeting Management team, as well as other critical functions as stated in the essential functions below.

Essential Functions

- Provide superior customer service to participants, faculty members, and sales representatives
- Participate in project team meetings
- Create on-site binders for meeting management team and clients
- Create program deliverables as directed by meeting management team
 - Registration Web sites
 - Rooming lists
 - Arrival/departure lists
 - Welcome packets
 - Prepare on-site boxes
 - Attendance updates
- Prepare and send contracts and associated documents to faculty and advisors
- Collaborate with cross-functional teams on project timelines and communication processes/requirements
- Assist with the maintenance of department templates and process flow charts
- Be familiar with and abide by all client, corporate, and industry compliance regulations
- Archive program materials per corporate policies and procedures
- Other duties and responsibilities as assigned by management

Additional Functions

- Contribute to the development of new logistical services/strategies
- Continue professional and functional development

Education and Experience

- Associate's degree required; Bachelor's degree preferred
- Previous customer services experience required
- Minimum of one year of project management experience preferred but not required
- Minimum of at least one year of relevant work experience required
- Project team leadership and client relationship experience preferred but not required
- StarCite/Lanyon system experience preferred but not required

Competencies

- Behaviors and qualities of a professional and a lifelong commitment to professional development as demonstrated by a good ability to manage time, work in a collaborative way, adapt to change, act in a professional manner, manage stress, and demonstrate an excellent service orientation
- A commitment to conducting business according to the highest ethical standards as demonstrated by a good knowledge of industry legal compliance guidelines and organizational ethics and demonstration of personal ethics and integrity
- Ability to communicate effectively as demonstrated by intermediate level verbal skills, writing skills, and a good ability to influence and impact others through meaningful and persuasive delivery
- Applies the knowledge, skills, and abilities necessary to achieve continuous quality improvement as exhibited by excellent accuracy, problem solving, quality management, and client-readiness behaviors
- Vision and innovation as displayed by a good ability to think critically and creatively and approach business opportunities in an enterprising way
- Basic level project management skills, including the ability to provide project leadership and apply applicable methodologies to manage all project stages, including initiating a project, planning a project, executing a project, monitoring and controlling a project, and closing a project