

JOB DESCRIPTION

Meetings Planner *Exempt*

DEPARTMENT: Education and Customer Programs

Reports to: Director, Meeting Services

Part 1: Position Summary

Provides support and oversight to various function relating to the planning and execution of Association meeting and conferences. Works with team members on a variety of logistics to ensure the efficient management of all aspects of the planner process through project management, research and customer service. Oversees all aspects of the Association's conference registration.

Part 2: Duties and Responsibilities

- Responsible for the pre-, onsite-, and post-logistical planning for Association conferences and meetings to include the Joint Action Workshop, Customer Connections Conference, Public Power Forward Summit, and other ad-hoc meetings as assigned.
- Responsible for logistics of assigned meetings including but not limited to room set-up, sleeping room arrangements, audio-visual requirements, and catering/meeting specifications.
- Performs on-site management of assigned meetings to include attendee/customer service fulfillment, food and beverage service delivery, audio-visual service delivery and point of contact with hotel staff.
- Reconciles hotel, convention center and other vendor invoices for all assigned meetings.
- Oversees the pre-, post- and onsite registration process to include conference management in the Association's membership database (Aptify), development and design of registration forms, processing of conference registrations, issuing of confirmations, production of conference badges, on-site registration, statistical reporting on registration trends and coordinating with Finance Department on refund requests.
- Designs and develops registration forms, conference badges and confirmation letters and ensures timely distribution to conference attendees.
- Oversees on-site registrations for Association conferences to include but not limited to Legislative Rally and National Conference.
- Trains program assistants on on-site registration responsibilities and processes for Association conferences.
- Maintains conference spreadsheet with direct billing status, sleeping room pick-up, registration numbers and other pertinent meeting information.
- Manages contracted room blocks, including staff and member hotel requests, for Association conference and meetings.
- Coordinates the preparation of meeting support materials to include: logistic information (i.e. hotel and reservation information); meeting signage; informational packets for tie-down meetings, staff travel itineraries.
- Conducts research for hotel rates, transportation services, and local or national restaurants for off-site Association meetings and conferences.
- Coordinates affiliate function space requests for all major meetings and conferences.
- Communicates with members on general and meeting specific inquiries.
- Performs other duties as assigned.

Part 3: Qualifications

- Degree from a 4-year college or university
- Three to five years of relevant meeting planning experience.
- Strong project coordination, multitasking and organizational skills with close attention to detail.
- Ability to work independently and in a team environment with minimal direction or oversight.
- Ability to effectively communicate with internal and external customers.
- Strong interpersonal communication and customer service skills.
- CMP designation a plus.
- Ability to travel to meeting sites as needed.