POSITION DESCRIPTION

Title:	Registration Executive
Supervisor(s):	VP, Convention Registration
Department/Client Team:	Convention Registration
Location:	Plano, Texas
FLSA Status:	Exempt

This position serves as a member of the Registration Operations Team within the Convention Division. The Registration Executive is responsible for the direction and implementations of conference registration and is the main contact between the client and MCI internal support departments. The MCI Registration Executive establishes, implements and monitors timelines as well as communicating client requirements while providing operations support to the Sales Team and support departments. The Registration Executive is positioned to provide leadership and drive priorities for the Registration Managers within the team and serves as a backup in the absence of a Registration Manager.

Duties and Responsibilities:

Responsibilities for this position include but are not limited to:
- Works with the client to establish business processes for conferences and communicates those to the internal support departments
- Responsible for ensuring accurate set up for registration delivery
- Responsible of QC of all client deliverables and client websites - Includes QC of intended business functionality and data.
- Prepares and trains the call center management and agents on event functionality and intended delivery prior to the event launch
- Prepares weekly checkpoints containing progress numbers and suggested action for clients
- Prepares Post Show Report after the completion of the event containing full overview of the event with a completed SWOT analysis with recommendations
- Create and monitor registration pace reporting with year-over-year information to identify trends and react accordingly to those trends
- Prepare full project plan containing information for all aspects of the event delivery. This project plan would contain information on client on-boarding and discovery, website builds

and launch, data and application integrations, marketing plans, onsite planning and requirements, etc.
- Establish event goals based on client needs and monitors in order for them to be met/exceeded
- Coordinates event priorities internal the support teams
- Coordinates and runs the event pre-con meetings prior to onsite operations
- Exercise Independent decision authority during both Registration on-site operation and well as pre-registration problem resolution
- Relationship Management to include:
  - Client
  - IT
  - Call Center
  - Marketing
  - Accounting
  - Team Members
  - Executive Team
  - Sales

Job Requirements:

- Degree preferred but not required
- Professional written and verbal communication skills
- Knowledge of registration/convention industry preferred
- Multi-task oriented
- Works well under pressure
- Exceptional organizational and time-management skills
- High attention to detail
- Proficient in Microsoft Office
- Professional and polished appearance
- Display a positive, team-oriented attitude
- Available for moderate travel

Competitive salary and benefits.

Candidates must be authorized to work in the United States for any employer without sponsorship.

Interested candidates should include their salary history with cover letter and resume and send to keith.mckenna@mci-group.com with the position title in the subject line.

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