Title: Project Coordinator
Supervisor(s): Global Account Director, CM&E
Department/Client Team: Corporate Meetings & Events
Location: US
FLSA Status: Exempt
Revision Date: 29Aug19

POSITION SUMMARY
We’re looking for a dynamic and savvy individual to join our team. This individual will perform a variety of administrative duties supporting a team of Project Managers, including building websites and managing attendee registration using Cvent. This person will also design and generate registration-related communications, invitations and reports. Must be able to multitask, establish priorities, and work independently in an energetic, fast-paced environment. Must possess a strong sense of responsibility, accountability and professionalism, self-confidence and poise and be detail oriented. Ability to work cooperatively with others is essential. Possessing a strong work ethic is a must! Able to travel on-site to programs. The Project Coordinator position is a stepping-stone to becoming a Program Manager at MCI USA.

RESPONSIBILITIES
• Registration website development and maintenance, email invitation management, master list/data management, rooming list/hotel management, ground transportation manifests, attendee communication and follow-up, mobile event app coordination, reporting, and administrative support, using Cvent registration software
• Design and order banners, signage, and printed materials
• Manage, maintain inventory, order meeting supplies, order/print name badges, marketing materials and other onsite documentation.
• Packing, shipping and tracking materials for projects
• Communicate regularly with clients both verbally and in writing
• Answer and field phone calls for all client accounts for customer service support with registration process
• Provide strong leadership and communication skills to on-site team as well as all vendors, and the ability to lead the housing and attendee management
• Attend and act as lead housing manager at all pre-con and post-con meetings with all applicable vendors and clients
• Ground transportation management
• Comfort learning new software / technology
• Provide onsite event support as needed or travel solo to manage smaller programs

DESIRED EXPERIENCE AND QUALIFICATIONS
• College Degree and/or previous experience in event planning
• Fluency in conversational Spanish a plus
• Minimum 1-year experience with Cvent tool desired - Experience managing attendee registration, website creation and event app – Cvent Certified
• Minimum 1-year experience of pharma meetings knowledge required
• Ability to always provide outstanding client service, under tight deadlines
• Strong computer skills especially Microsoft Excel, Word, Outlook and PPT
• Excellent verbal and written communication skills
• Flexible attitude
• Attention to detail
• Problem solving skills
• Strong organizational skills – able to handle multiple projects and prioritize workload to accomplish necessary objectives
• Ability and willingness to work both independently and as part of a team, while following SOPs
• Professional demeanor when interacting with fellow staff, clients and vendors
• Diplomatic and discreet
• Empathy and authenticity
• Desire to learn, grow and excel

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

Please note: Offers of employment may be contingent upon the satisfactory outcome of a background check performed by an independent, accredited firm.

Interested candidates should include their cover letter with salary requirements and resume.

MCI USA is an Equal Opportunity Employer.