Title: Meeting Coordinator
Supervisor(s): Global Account Director, CM&E
Department/Client Team: Corporate Meetings & Events
Location: US
FLSA Status: Non-Exempt
Revision Date: 04Dec19

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 Meeting Planners, 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 Meeting Coordinator position is a stepping-stone to becoming a Meeting Planner 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
- 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
- Facilitate development and ordering of 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
- 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 management preferred
- Fluency in conversational Spanish a plus
- Minimum 1-year experience with Cvent tool preferred - Experience managing attendee registration, website creation and event app – *Cvent Certified*
- Minimum 1-year experience of pharma meetings knowledge preferred
- On-site / field experience in supporting events
- Ability to always provide outstanding client service, under tight deadlines and management of multiple projects simultaneously
- Strong computer skills especially Microsoft Excel, Word, Outlook and PowerPoint
- Excellent verbal and written communication skills
- Flexible attitude and sparkling personality
- 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
- Position requires travel up to 25% based on project needs
- Valid passport required
- 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 contingent upon the satisfactory outcome of a background check and drug screening performed by an independent, accredited firm.

**MCI USA is an Equal Opportunity Employer.**