



POSITION DESCRIPTION

Position Title: Coordinator, Meetings

Reports To: Director, Meetings

FLSA Status: Non-Exempt

Department: Meetings & Sponsorship

Supervises: Non-applicable

Effective Date: October 29, 2021

General Description:

The Coordinator, Meetings manages in-house meetings (primarily committee meetings) and small meeting registration. Assists with management of registration for The Liver Meeting® and provides general administrative support to the Meetings Department. The position supports the engagement of members and other hepatology providers through rigorous scientific meetings and other offerings. Works closely with Manager, Registration & Meetings and AASLD staff liaisons.

Key Responsibilities:

In-House Meetings:

- Manages request for proposal (RFP) process for hotel and vendor selection
- Review's hotel and vendor proposals and contracts, and negotiates concessions
- Monitor's housing block, pick-up, and cut-off dates
- Works with AASLD travel agency to ensure policies and procedures are understood and applied
- Prepares and distributes communications to meeting participants
- Coordinates logistics with vendors including housing, food and beverage, transportation, off-site dinners, and other requirements
- Collaborates with AASLD IT Department and staff liaison for audio/visual requirements
- Works with AASLD Finance and Administration Department regarding building and office suite policies including room set-up, staff announcements, and security
- Serves as onsite lead to ensure successful execution
- Reviews, reconciles, and submits final billing to Director, Meetings for approval

Committee and Other Meeting Requests (Off-Site):

- Conduct meeting facility research, create RFPs, review proposals, and negotiate hotel and vendor contracts.
- Manage meeting logistics to include event resumes/specs, food & beverage, audio visual set up, meeting space, transportation, and off-site dinners
- Monitor policies and procedures for meeting participants and staff with Travel Agency
- Manage housing blocks/pick-up and cut-off dates
- Work closely with staff liaison overseeing budget and committee meeting logistical needs
- Prepares and distributes communications to meeting participants
- Review, reconcile, and submit final bill(s) for approval
- Responsible for post-meeting reporting including data analytics and follow-up
- Develop and implement appropriate logistical timelines/deadlines

Stand-Alone Conference Registration (In-person, Hybrid, and Digital)

- Primary contact for Stand-Alone Conference registration
- Work with Manager, Digital on registration set-up for smaller conferences digital, hybrid and in-person
- Creates registration/attendee materials and correspondence
- Manage registration activities and responds to inquiries
- Prepares and maintains registration reports and historical files
- Works with Finance Department to identify and issue refunds and fee corrections
- Prints registration badges
- Coordinate with Education liaison for Stand-Alone Conference faculty registration



The Liver Meeting® (Annual Meeting) Registration

- Assists with building, programming, and testing registration infrastructure to capture necessary attendee data while streamlining overall process
- Assists with general registration activities, responds to inquiries, and follows up with customer call center
- Assists with and maintains registration reports and historical files
- Works with Finance Department to identify and issue refunds and fee corrections
- Creates and processes invoices for group registrations and wire transfers
- Assists with management of onsite registration

Travel

- Primary liaison with Travel Agency
- Manages travel list for speaker and staff travel for all meetings
- Maintain and update travel guidelines for all meetings
- Work with Director, Meetings to approve travel outside of guidelines
- Work with Finance Department to reconcile travel invoices

General:

- Monitors Meeting's email inbox and provides timely responses
- Creates and oversees logistics/shipping for The Liver Meeting®
- Coordinates equipment rental orders (copiers, fax machine, etc.) for The Liver Meeting®
- Conducts inventory and orders supplies to support the Meetings & Sponsorship Department
- Participates in planning/committee meetings and conference calls as needed
- Performs a variety of administrative duties including preparing routine correspondence, scheduling meetings, phone coverage, and print and digital file maintenance
- Travels to The Liver Meeting®, Stand-Alone Conferences, and month-out planning meetings to coordinate onsite logistics, registration, and other responsibilities as appropriate or required

Other duties as assigned.

Education and Experience

- Bachelor's degree or equivalent work experience.
- 1-3 years of customer relations or hospitality experience.
- Experience in non-profit helpful

Skills Needed in Position

- Excellent written and verbal communication and proofing skills
- Exceptional interpersonal skills; customer service attitude; detail oriented; team player
- Ability to meet deadlines, handle multiple tasks and adjust workload to meet shifting priorities
- Proficiency in Microsoft Office Suite (Word, Excel, and Outlook), Adobe Acrobat, and web-based services
- Overall comfort and with technology and working in and learning different platforms
- Communication skills: Clearly and effectively communicating ideas verbally and in writing, including the ability to edit the writing of others. Commitment to keeping stakeholders informed.
- Planning and organizing skills: Determining priorities, developing plans to assure the achievement of objectives, and allocating time and resources effectively.
- Customer service skills: Providing the highest quality products and services that meet or exceed the needs and requirements of internal and external customers.
- Interpersonal skills and emotional intelligence: Building and maintaining effective interpersonal and team relationships with a diverse network of colleagues inside and outside the organization, and with other relevant individuals with whom the organization works

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements. Duties and responsibilities may be changed or expanded at any time to accommodate the needs of the AASLD Foundation.