



## POSITION DESCRIPTION

<b>Position Title:</b> Manager, Registration & Meetings	<b>Department:</b> Meetings & Sponsorship
<b>Reports To:</b> Director, Meetings	<b>Supervises:</b> Non-applicable
<b>FLSA Status:</b> Exempt	<b>Effective Date:</b> October 1, 2021

---

### General Description:

The Manager, Registration & Meetings collaborates with other stakeholders to build registration databases and ensures the successful implementation/execution of registration for The Liver Meeting® and The Liver Meeting Digital Experience™. Manages and implements logistical aspects of Digestive Disease Week® (DDW) and other sister society meetings. The position supports the engagement of members and other hepatology providers through rigorous scientific meetings and other offerings.

### Key Responsibilities:

#### The Liver Meeting® (Annual Meeting)

- Develop and implement appropriate timelines/deadlines for The Liver Meeting® registration
- Housing
- Manage building and programming of the registration platform infrastructure
- Test functionality across all registration categories and newly implemented features
- Process in-house registrations for select categories such as staff, VIP guests, speakers, complimentary registrations
- Facilitate weekly calls with registration vendor
- Train onsite temporary staff on AASLD registration procedures
- Serve as primary onsite registration contact for AASLD staff and temporary staff
- Conduct planning meetings and pre- and post-meetings with AASLD staff and vendors
- Work with decorator and Director of Meetings to develop onsite specifications
- Analyze industry trends and prepare recommendations for registration pricing and packages
- Research and create Event Compliance Policies to protect the association and other stakeholders
- Identify, distribute, and manage promotion codes for reduced registration offers.
- Monitor available information from the World Bank to identify countries with developing economies (low- and middle-income countries) that qualify for reduced registration fees
- Oversee preparation and distribution of registration reports
- Prepares registration reports and maintain historical files.
- Creates and processes invoices for group registrations and wire transfers
- Make decisions regarding registration and refund activities
- Reconcile registration revenue, including data analytics, with accounting staff

#### Digestive Disease Week® (DDW)

- Responsible for meeting logistics, preferred housing, committee meeting logistics, hotel resume, members' reception, private dinners, and travel arrangements
- Develop and implement appropriate logistical timelines/deadlines
- Prepare staff handbook preparations and procedures
- Managing logistical aspects for the booth inclusive of utilities, equipment rental, Food & Beverage, and shipping. Negotiate vendor contracts as needed.
- Manage preferred housing and hotel block with DDW official housing partner
- Collaborate with all departments on logistical, program, and onsite requirements for committee meetings. Participate in DDW administrative meetings and site inspections
- Organize and lead staff tie-down meetings
- Responsible for maintaining historical attendance records of AASLD course/session logistics
- Review, reconcile, and submit final bill(s) for approval



### **Sister Societies**

- Managing logistical aspects for the booth inclusive of utilities, equipment rental, Food & Beverage, and shipping
- Negotiate vendor contracts as needed
- Collaborate with all departments on logistical, program and onsite requirements for committee meetings
- Manage meeting logistics to include event resumes/specs, food & beverage, audio visual, equipment rental and meeting space
- Review, reconcile, and submit final bill(s) for approval

### **General Responsibilities**

- Update content for web pages on a regular basis and collaborate with Marketing Department for posting
- Collaborate with staff in assisting the department with the production of meeting related publications, including the registration brochure, Hepatology supplement, and final program book
- Recommend improvements to processes and procedures
- Participate in committee meetings and conference calls as needed
- Travels to The Liver Meeting®, smaller 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 preferred
- The job requires 3-5 years of experience in a similar role and relevant subject matter expertise
- Experience in hospitality, hotels, nonprofit preferred
- Experience working in a virtual environment
- Experience with virtual meetings and technology like Zoom, MS Teams, and Slack

### **Skills Needed in Position**

- Detail-oriented and able to multi-task.
- Strong customer service skills.
- 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.
- Strategic thinking and problem-solving skills: Anticipating future consequences and trends, making decisions congruent with the organization's strategic direction, mission, and goals, and developing new approaches to solve problems or improve processes.
- Planning and organizing skills: Determining priorities, developing plans to assure the achievement of objectives, and allocating time and resources effectively.
- Supervisory/management skills: Setting clear performance objectives and directions; delegating appropriately.
- Interpersonal skills and emotional intelligence: Skill in 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 (members, the media, other organizations, funders etc.).

*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 AASLD.*