Event & Registration Coordinator

Social Enterprises, Inc. is a social cause event planning company committed to enhancing local communities by creating high-level, revenue-generating, innovative events that educate attendees and help create a socially-driven, sustainably minded world. Social Enterprises, Inc. works on 10-20 events a year all over the country working with non-profit client organizations in addition to the GoGreen Conference and Washington Oregon Higher Education Sustainability Conference series. Please see our website at www.socialenterprises.net for more information about our company and events.

We are currently seeking a full-time **Event & Registration Coordinator** to join our busy organization in our NW Portland office. Experience in the event industry is required. Interested candidates should submit a resume & cover letter to hr@socialenterprises.net. Please specify "**Event & Registration Coordinator**" in the subject line of your email.

Social Enterprises is committed to a policy of equal employment opportunity. Our decisions and criteria governing the employment relationship with all employees are non-discriminatory and are based on job requirements and an individual's skills and experience without regard to age, race, religion, sex, national origin, marital status, sexual orientation, gender identity, gender expression, veteran status, disability or any other status protected by federal, state or local law.

Employment Type:	**Full-Time**
Reports To:	Event Manager
Role Detail:	50% Event Coordination | 50% Registration Coordination

Job Description/Responsibilities
Support and coordinate high-level conference deliverables for a fast-paced social impact event firm. A successful event coordinator ensures milestones tasks are delivered in a detail-oriented, professional and timely manner in accordance with event and organizational goals.

Event & Registration Coordinator will provide event and attendee management support for the day-to-day operations of Social Enterprises events as assigned. It is essential that the Event & Registration Coordinator is very detail oriented, organized and communicates effectively.

Registration Coordination
- o Utilize, update and create Registration for each event using set Registration Checklist, outlining best practice considerations for every event.
- o Ensure registration has all data elements required by client, including custom industry and title set (will vary by client)
- o Create Registration Pricing/Question chart to get input and approval from client before registration goes live
- o Develop and maintain registration websites using online event management software (SE Registration Partner Platforms are Swoogo, ImpactFlow and Eventbrite) for events assigned
- o Manage registration processes including entering/modifying registration data, producing reports and registration lists
- o Assist and respond to attendee inquiries via phone and email in a timely manner
- o Registration Reporting: Send Registration Reports/Results to client 1x/month pre-event upon contract signing; 1/week starting 2 months pre-event; 1x/day starting 2 weeks pre-event
- o Maintain best practice standards for registration rules/parameters (early bird rates and dates, refund and exception policies etc.) based on experience and past year registration data analysis.
- o Oversee event registration maintenance including responding to attendee's questions, making registration changes and providing updates to team members and clients
- o Design name badge template and size based on client needs, get approval from client

Onsite Set-Up/Coordination
- o Manage onsite setup of registration and preparation and dissemination of all materials.
- o Manage best practice onsite event supply list and order event supplies (after approved by client)

In-Kind/Hard Cost Reduction Partnerships
- o Conduct research and acquire in-kind partnerships to reduce hard cost for events

Event Coordination
- o Assist Event Manager/Project Leads with event production and logistics elements to include:
    - o Food/Beverage - menu selection
    - o Audio visual RFPs, tracking and input into Project Report
    - o Event Rentals
    - o Recruiting and confirming volunteers
    - o Videographer and photographer coordination
    - o Hotel block confirmation, booking, tracking and reporting
    - o Onsite event support
    - o Event data entry
    - o Venue Space Overview
- o Update Event Reports on a monthly/weekly/daily basis, as progress and commitments are made
- o Create and update existing event attendee surveys
- o Assist with schedule, note taking and priority action items at Monthly/Weekly Update Meetings and Meeting Recap documents
- o Coordinate meeting recap action items/milestones into Basecamp for follow through and tracking
- o Create and coordinate Post Event Recap and Report for assigned events
- o Coordinate event inventory of required supplies prior to and following each event
- o Review and ensure all event logistics and registration information in up to date on all event Websites
- o Coordinate hand written thank you letters/cards to event production vendors and partners
- o Actively use company systems to manage projects, i.e. Basecamp, Registration Systems (Eventbrite/Swoogo/ImpactFlow) and Google Docs and Harvest Time Tracker

Client Meetings
- o Event Coordinator will attend and take Meeting Recap Notes in all client project update meetings, to report to team on action items and ensure on-time delivery from assigned team
- o Upload all action items/deliverables outlined in meetings to Basecamp and assign to relevant team leads

Project Coordination/Execution
- o Coordinate key elements in weekly client meetings based on weekly company status meetings; assign weekly tasks in Basecamp, ensure documents are updated and tasks are completed.
- o Contribute to Event Recap based on Lessons Learned and the event outcome.
- o Update Event Project Reports on a monthly/weekly/daily basis, as progress and commitments with marketing partners are made
- o Actively use company systems to manage projects, i.e. Basecamp, Google Docs and Harvest time tracker

Sustainability
Assist with ensuring all assigned Social Enterprises events meet Sustainability Requirements in partnership with Event Manager including:
- o Event Environmental Considerations Web Page + Feature Onsite
- o Waste Management Plan (Composting, Recycling, Waste Measurement)
- o Food/Beverage (No plastic or single use, Local (served from farms in 50-150 mile radius whenever possible) and organic
- o Confirming/Calculating Offsets
- o Sustainability Report in Event Recap

Skills and Abilities Required:

- Exceptionally detail-oriented and organized, ensuring quality and consistent output;
- Careful time management and project management skills to ensure projects stay within labor allocation;
- Strong written and verbal communication, able to deliver clear, concise information tailored to specific and varied audiences;
- Strong initiative to drive project independently while tracking and communicating effectively with team;
- Ability to maintain a professional attitude and work independently with little guidance in a fast paced changing environment;
- The ability to communicate in a productive and professional manner with all co-workers, managers and team members; actively contribute in a positive manner during meetings with staff and business partners.
- Proficiency in MS Office and Google Docs applications.

Qualifications and Experience Required:
- Knowledge of the event industry and prior experience as event, registration and/or volunteer coordinator required.
- Four-year college or university degree in Business, Marketing or Communications preferred or equivalent education and/or experience.

Application Guidelines/Contact:
Interested candidates should submit a resume & cover letter to hr@socialenterprises.net. Please specify "Event & Registration Coordinator" in the subject of your email. Social Enterprises is an Equal Opportunity Employer.