



Registration Manager - GLOBE Series

GLOBE Series is a dynamic, entrepreneurial B2B company serving an international community. We provide our clientele with industry conferences, events, and business opportunities focused on sustainability, climate change and clean technology. Established in 1990, our flagship event, GLOBE Forum, is the largest and longest-running environmental business conference in the world, attracting thousands of delegates from over 50 countries.

The Position

Reporting to the COO and VP of Operations, the Registration Manager is responsible for running and maintaining GLOBE Series' registration system for the GLOBE Forum 2018 event. Full-time in downtown Vancouver, this position requires an organized and customer service oriented individual who is able to multi-task. We are looking for someone who is motivated, self-disciplined, eager to stay organized while keeping up with a fast-paced registration system, and also comfortable with answering the phone all day. The Registration Coordinator role is a good fit for someone who describes themselves as detail-oriented, and who has excellent verbal, organizational, and written communication skills.

Requirements

- Post-secondary diploma or degree in business administration, and/or experience with complex event registration systems. Customer service experience and finance/bookkeeping skills an asset.
- 2 years' experience in an administrative capacity
- Must be outgoing, confident, and comfortable being on the phone for several hours per day.
- Intermediate knowledge of MS Office Suite
- Very strong (proven) customer service skills; both written and verbal
- 100% fluency in English; second language (French) valuable
- Experience with large scale events and/or sales would give you a distinct advantage

Key Responsibilities

- Assisting with all things registration for the GLOBE Forum 2018 event
- Facilitating financial transactions and assisting with some bookkeeping
- Keeping track of current registration numbers and communicating them to senior management and the rest of the GLOBE team

- Answering phone calls and email inquiries about the event and registration
- Supporting on-site registration desk staff to ensure things run smoothly

You and the Company

GLOBE Series' Registration Manager will have defined roles and responsibilities, but will also work closely with team members in other departments for successful delivery of project elements. The event industry is cyclical in nature, therefore deadlines are hard, and hours are guaranteed to be longer in the lead up to key registration deadlines. Flexibility to accommodate this is essential; the flip side – it's an exciting time, and it's short-lived. We expect our staff to help build the best culture possible to encourage happiness, productivity, and fun, and provide an exceptional experience for our customers. This is a contract position from December 2017 until April 2018.

How to Apply

To apply, please send a cover letter and your resume to careers@globeseries.com. No phone calls please. Only those candidates selected for an interview will be contacted.