



Role Profile

Job Title: Registration Assistant
Reporting to: Audience Marketing Manager

Contract period: 6 April – 24 September 2010

Job Purpose

To process/update registration requirements for delegates and stand personnel (approx 75,000 registrations). To provide first line support to visitors and delegates regarding the registration process, dealing with queries both on the telephone and via email.

Responsibilities

- To process the registration requirements of stand personnel and exhibitor discounted registrations. To co-ordinate/input in-house personnel registration requirements.
- To work closely with the registration company (ITN International) to ensure that delegates, exhibitors receive a first class registration service.
- To man the IBC registration help desk and speak to customers who call with queries on the registration process, both technical and general enquiries. Taking the opportunity to upsell to delegates if appropriate.
- To monitor the registration inbox and respond to emails or forward to other team members as appropriate.
- To provide weekly updates regarding number of registrants, delegate etc.
- To co-ordinate data flow between IBC website host, ITN & data management company.
- To manage the 12 hot link e-mails to potential registrants via ITN.
- To establish and manage a plan for IBC Conference access control.
- To cover telephone calls to the main IBC reception as necessary.

Person Specification

- An effective team player
- A disciplined administrator with keen attention to detail
- A confident communicator
- Ability to multi task with a high work rate
- An excellent time manager
- Excellent interpersonal skills

Skills

- Strong IT skills, especially Excel, database and web
- Good customer service skills, patient and calm manner
- Strong attention to detail
- Ability to deal with large volumes of enquiries
- Ability to analyse and disseminate data