



Are we looking for you? Or are you looking for us? We are looking for...

## The Position – Housing & Registration Manager

### The Office

International Conference Services Ltd.

300 – 1201 West Pender Street

Vancouver, BC V6E 2V2

Phone: +1 604 681 2153

email: [careers@icsevents.com](mailto:careers@icsevents.com)

[www.icsevents.com](http://www.icsevents.com)

### The Office Culture

We take pride in our people and our work and are committed to our company's success. We trust, support and empower each other in order to be accountable to each member of our team. We are committed to honest but constructive dialogue with all stakeholders. We have the ability to work independently within an evolving framework. We are passionate about providing exceptional service and solutions to our clients.

We are professional and preppy dressers. We work in a fun and engaging environment where you are not always tied to your desk. Grab your laptop and work from the stand up bar or grab a bean bag chair with your latte and get comfy. We gather for and participate in daily huddles, team building entertainment, themed potlucks, and out of office activities including yearly retreats. It's "*the office*" re-imagined. Become one of us because we are "connecting people to facilitate change in the world."

### Summary

The Housing & Registration Manager coordinates all aspects of registration, group registration and housing including negotiating hotel contracts and developing and testing on-line registration forms. The manager also supervises the necessary staff required for pre and onsite registration as well as carryout the role of systems analyst for the registration software program.

### Housing Responsibilities

- Review history of event to ensure correct room blocks are booked.
- Negotiate and contract room blocks for city wide events as well as one property events.

- Manage room blocks and work closely with hotel contacts, provide rooming lists to hotels or direct booking is set-up.
- Reconcile master account upon completion of event.

## Registration Responsibilities

- Work closely with the Conference Manager to confirm registration rates and cut-off dates.
- Design hard copy and online registration forms.
- Receive and process all delegate registrations (including exhibitors and sponsors, speakers, committee, etc.)
- Manage internet registrations as well as receive and process delegate registrations by mail and fax.
- Report the status of pre-registration monthly/bi-monthly to Conference Manager and Committee.
- Prepare and send invoices upon request.
- Update conference websites to ensure current information is displayed.
- Prepare registration kits including: Print name badges, tickets, vouchers, participation records.
- Process refunds of registration fees.
- Maintain continuous communication with delegates as well as hotel contacts.
- Arrange for and set-up all on-site registration equipment and supplies.
- Provide a conference registration summary report and recommendations for improvements at the end of each meeting.
- Other duties as assigned.

## What's next?

Please send your resume and cover letter to [careers@icsevents.com](mailto:careers@icsevents.com).

