



We are Recruiting! – Coordinator, Attendee Experience

The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 48 years that works with national and international associations and organizations to host conferences, events & tradeshow. Our work is very purposeful - we are “connecting people to facilitate change in the world.”

Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers. Remote work is an important part of our business strategy. There is an opportunity to work from our Vancouver, BC office.

The Culture

With over 80 staff working remotely across North America, Europe, and Asia, we are a diverse international team, and we leverage the strengths that our diversity brings. Everything at ICS is accomplished through the unit of “team” and teamwork is incredibly important to us - trust, support, and empowerment of other team members are defining aspects of our culture. We take pride in what we accomplish as a team, and we regularly celebrate each other as individuals and collectively. ICS is a great fit for people who are results-oriented self-starters, who are energized by a fast-pace of work and who would describe themselves as innovative, solution-oriented and able to think outside of the box.

Registration Responsibilities

- Work closely with the Project Manager to confirm registration rates and cut-off dates.
- Design and set-up online registration sites in necessary software in consultation with the systems team
- Receive and process all delegate registrations (including exhibitors & sponsors, speakers, committee, etc.)
- Report on the status of pre-registration monthly/bi-monthly to Project Manager and Committee.
- Prepare and send invoices upon request
- Update conference websites and registration sites to ensure current information is displayed.
- Train onsite registration team for both virtual and in-person conferences
- Prepare onsite registration kits including Print name badges, tickets, vouchers, participation records
- Prepare virtual live day delegate communication channels in conjunction with conference team.
- Create and send post conference evaluation and certificates of attendance
- Arrange for and set-up all onsite registration equipment and supplies
- Process refunds of registration fees

- Maintain continuous communication with delegates as well as hotel contacts
- Provide a conference registration summary report and recommendations for improvements at the end of each meeting
- Other duties as assigned

Housing Responsibilities

- Manage room blocks and work closely with hotel contacts
- Review the history of an event to ensure the correct room blocks are booked
- Setting up housing booking sites
- Provide rooming lists for hotels
- Reconcile master account upon completion of the event

Education, Experience & Skills required

- 3 years of Experience in a conference and/or events management setting is preferred
- Bilingual in Japanese and English.
- Relevant education or coursework in events management is an asset
- Strong technical skills including Excel skills and proficiency and a demonstrated ability to learn new software quickly
- Very strong communication skills
- Exceptional attention to detail, and focus on preciseness
- Highly organized with an ability to handle a high volume of emails and incoming communications

You must also be familiar and have worked with the following tools:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Willingness to learn new software systems as required

The Benefits of Working at ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone
- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year
- Fun in-person employee get togethers each year
- ICS prides itself in providing career development opportunities