



Events & Conferences

JOB TITLE: Registration Services Assistant

EMPLOYMENT DATES: Rotating basis

SALARY: \$13.00/hour (on campus housing provided from mid-May-end of August)

WORK SCHEDULE: 8-15 hours during the academic year. 35-40 hours per week mid-May through end of August.

SUMMER EMPLOYMENT:

Office hours are generally Monday-Friday 9am-5pm. However early morning, night and weekend shifts will be required depending on event/conference schedules. Your weekly work **schedule must consist of at least 35 hours per week**. This position should be your top priority as your ability to work a flexible schedule will not allow for summer classes to be taken, other jobs or internships.

OVERALL RESPONSIBILITIES:

Registration Services Assistants work with the professional staff in Events & Conferences to provide technical and customer service support. This position will also provide onsite client support during conference and event registrations. This is a heavily customer-focused position.

KEY DUTIES:

- Create and maintain registration sites on Eventbrite
- Create and maintain adverts for overnight housing on a web-based program called Kx B&B
- Work with clients to cancel, modify or add reservations and registrations as requested
- Run reports in Excel and format to present to clients
- Use Excel to create room lists for overnight rooms
- Manage an email inbox of questions, inquiries and issues related to registrations
- Provide excellent customer service over the phone, email and in-person
- Clearly communicate with other E & C staff to avoid duplication of efforts and miscommunications to customers

ADDITIONAL POSSIBLE DUTIES:

- Optimize photos, logos and images for websites and registration sites
- Create and maintain conference websites using WordPress templates
- Assist with marketing projects including social media

QUALIFICATIONS:

- Enrolled as a Boston University student
- Excellent oral and written communication
- Highly motivated and able to work independently but not afraid to ask questions or offer ideas and suggestions
- Interest and enthusiasm for technical projects
- Previous customer service experience
- Dependable, flexible and enthusiastic about working with people
- Professional demeanor with the ability to remain calm under pressure and busy times
- Driver's license and clean driving record (preferred)
- Extra consideration will be given to candidates that have experience in the behind-the-scenes aspects of conference/event planning and/or marketing experience

E & C will provide a uniform shirt and name tag. Dress will be determined by work assigned for that day but should be either the uniform shirt or business casual. A name tag must be worn anytime you are in a residence hall or providing event coverage.

Updated 3/5/20