
Event Registration Specialist

Send resume to resumes@bicsi.org



OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communications technology (ICT) profession. Our vision is to be the preeminent ICT global authority with focused values in integrity, service, and excellence.

SUMMARY

The Event Registration Specialist is responsible for managing and executing all aspects of attendee registration for BICSI conferences and events. This role ensures a seamless registration process while providing exceptional, customer-centric service before, during, and after events. The Event Registration Specialist also supports the operational needs of BICSI's Events portfolio by collaborating with internal teams, exhibitors, sponsors, speakers, and volunteers to deliver a positive and successful experience for all stakeholders.

This position requires excellent communication and organizational skills, meticulous attention to detail, and the ability to manage multiple priorities in a dynamic, fast-paced environment. The Event Registration Specialist plays a key role in ensuring the smooth execution of BICSI's conferences and events while upholding a professional and welcoming experience for all attendees.

This position reports directly to a Conference Manager, with a dotted-lined reporting relationship to the Events Manager.

SUPERVISORY ROLE

Supervises no employee(s).

DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

BICSI Conferences – Registration Coordination

- Manages the full attendee registration process, including setting up online registration systems, processing payments, and confirming registrations, and addressing special accommodations or requests.
- Responds to registration inquiries, providing accurate event details, resolving issues, and delivering excellent customer service.
- Maintains accurate attendee records, ensuring all contact information, payment statuses, and special accommodations are up to date and correctly entered into the registration system.
- Coordinates the preparation and distribution of conference materials such as badges, programs, and attendee documentation, including inventory control.
- Prepares on-site registration counters by coordinating with vendors to ensure necessary supplies and equipment are available and functional.
- Manages on-site registration desk, overseeing the check-in process, assisting attendees with inquiries, troubleshooting registration issues, and ensuring smooth operations. Supervises on-site registration personnel and tracks registrations for accurate assignment of Continuing Education Credits (CEC).
- Gathers post-event feedback through attendee surveys, compiling data for analysis and reporting to improve future registration processes.

Event Registration Specialist

Send resume to resumes@bicsi.org



- Ensures compliance with data protection regulations, such as GDPR, while handling sensitive attendee information with confidentiality and care.
- Works in conjunction with Manager, Conferences to provide location(s) and set-up for registration at facility.
- Works with the Conference Managers to coordinate the setup and location of registration areas at event venues.
- Collaborates with internal teams (e.g., Membership and Volunteer Services) to process and track volunteer conference registrations in alignment with the BICSI Volunteer Acknowledgement Policy.
- Supports additional attendee services, such as providing guidance on event navigation, facilitating last-minute registrations, and addressing on-site attendee needs.

BICSI Events Coordination

- Supports the Events Managers in executing BICSI's Events portfolio for assigned events by managing operational and logistical aspects to ensure smooth execution:
 - Oversees attendee registration and manages communications with vendors, speakers, and volunteers, ensuring timely and accurate coordination for in-person venues.
 - Coordinates internal processes for CECs and speaker presentation reviews, ensuring compliance with organizational standards and deadlines.
 - Maintains and updates event details in the registration database, including processing registrations, vendor applications, and preparing name badges (as needed) while ensuring data integrity.
 - Tracks attendee registrations and ensures accurate CEC assignments for eligible participants.
 - Manages and compiles event rosters to support accurate reporting and follow-up activities.
- Facilitates virtual event coordination, including:
 - Scheduling and managing online rehearsals with hosts and speakers.
 - Communicating event details to registered attendees
 - Ensuring high-quality production of virtual events, troubleshooting technical issues as needed.
- Executes post-event activities, such as:
 - Processing event rosters promptly to finalize and assign CECs.
 - Preparing detailed post-event reports, including analysis and maintains attendance comparison graphs by event.
 - Gathering and analyzing attendee feedback to support continuous improvement of event planning and delivery.
- Collaborates with internal departments (e.g., Marketing, Membership & Volunteer Services) to align efforts and ensure the success of events.
- Enhances attendee engagement by resolving inquiries, addressing special needs, and ensuring a positive experience throughout the event lifecycle.

Continuous Improvement and Ancillary Responsibilities

- Supports the achievement of BICSI's organizational goals by actively contributing to the success of events and aligning work with strategic priorities.
- Provides backup support for the Exhibits & Sponsorships Specialist, ensuring continuity of operations during absences or peak period.
- Acts as an internal liaison for assigned events, facilitating communication and collaboration across departments and teams to ensure smooth execution.

**BICSI is an Equal Opportunity Employer Veterans/Disabled
EEO IS THE LAW**

Event Registration Specialist

Send resume to resumes@bicsi.org



- Assists with planning and execution of other meetings, conferences, and special events as assigned, maintaining high standards of organization and service.
- Handles administrative tasks as needed to support event planning, reporting, and operational efficiency.
- Stays informed about industry trends and emerging technologies, apply insights to improve event management processes and enhance members' services. Proactively recommends innovative practices and solutions to department Managers and the Vice President of Meeting Services.
- Supports process improvement initiatives by identifying opportunities to increase efficiency, reduce costs, and enhance the attendee and stakeholder experience.
- Adapts to departmental needs, performing other duties as assigned while maintaining flexibility with a high level of integrity, service, and excellence.

REQUIRED SKILLS/ABILITIES

To perform this job successfully, this individual should have:

- Registration Process Expertise: Ability to manage all aspects of event registration, including system setup, attendee communication, and data integrity.
- Customer Service Orientation: Strong commitment to providing excellent customer service, handling inquiries, and resolving issues effectively.
- Organizational Skills: Exceptional ability to manage multiple priorities, meet deadlines, and ensure accurate record-keeping.
- Communication Skills: Excellent verbal and written communication skills for interacting with attendees, team members, and external stakeholders.
- Technical Proficiency: Familiarity with registration platforms, databases, and event management software; association management systems.
- Attention to Detail: Strong ability to ensure accuracy in data entry, reporting, and compliance with policies and regulations.
- Problem-Solving Abilities: Capable of identifying and resolving registration-related challenges proactively and efficiently.
- Team Collaboration: Skilled at working effectively with cross-functional teams, including Marketing and Communications, Membership, Sales, and others.
- Adaptability: Ability to thrive in a fast-paced environment and adjust to changing priorities and technologies.
- Knowledge of Data Protection: Awareness of regulations such as GDPR or equivalent, with the ability to handle sensitive attendee data confidentially.
- Awareness of Industry Trends: Knowledge of emerging trends and technologies in event registration and attendee engagement, with the ability to recommend and implement innovative solutions.

TRAVEL

Up to 20% travel including two (2) one-week conferences each year, site visits and other industry events. Must have or be able to obtain a U.S. passport.

EDUCATION AND EXPERIENCE

- High School diploma or GED required.
- Bachelor's degree in event management, business administration, hospitality, communications, or a related field is preferred, or equivalent experience required.
- Relevant certifications (e.g., Certified in Exhibition Management [CEM], Certified Meeting Professional [CMP]) are a plus.
- Minimum of 2-3 years of experience in event registration, event coordination, or a similar role.

**BICSI is an Equal Opportunity Employer Veterans/Disabled
EEO IS THE LAW**

Event Registration Specialist

Send resume to resumes@bicsi.org



- Demonstrated experience using registration systems and managing attendee databases.
- Experience working in a customer service capacity, preferable in events or hospitality.
- Familiarity with virtual and hybrid event registration processes and platforms is a plus.
- Experience in compiling and analyzing registration data for reporting and process improvement is desirable.
- Nonprofit association experience is desirable.

PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 25 pounds and stand/walk onsite at events for long durations. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

COMPETENCIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data; Uses intuition and experience to compliment data; Designs work flows and procedures.

Problem-Solving – Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive & professional team spirit.

Event Registration Specialist

Send resume to resumes@bicsi.org



Change Management – Develops workable implementation plans; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Inspires respect and trust; Accepts feedback from others; Provides vision and inspiration to peers and subordinates; Displays passion and optimism; Mobilizes others to fulfill the vision.

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen – Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness – Works within approved budget; Develops and implements cost-saving measures; Contributes to profits and revenue; Conserves organizational resources.

Organizational Support – Follows policies and procedures; Completes projects correctly and on time; supports organization's goals and values.

Strategic Thinking – Develops and/or strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents idea and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Event Registration Specialist

Send resume to resumes@bicsi.org



Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.