

PPAI JOB DESCRIPTION

Registration and Tradeshow Coordinator

A valued member of the Business Development and Expositions team, the Registration and Tradeshow Coordinator is responsible for assisting with the coordination and execution of registration and housing for PPAI's tradeshow(s). As an essential component on the operations team of a top-100 tradeshow, The Registration and Housing coordinator will also work on a variety of administrative, operational, and logistical assignments as well as other PPAI projects. The Registration and Tradeshow Coordinator must be a positive team player, able to take direction, collaborate as a team member and work independently with attention for detail.

Reporting Structure

Title of reporting manager: Meetings and Registration Manager
Department: Business Development and Expositions

Job Status

FLSA Status (Exempt / Non-Exempt): Non-Exempt
Compensation (Hourly / Salary): Hourly
Job Status (Full-Time /Part-Time /Temp): Full-Time
Daily Schedule (Start time Flexible / Not Flexible): Flexible
Work Location: PPAI Headquarters with some remote flexibility

Job Discretion

How many people does this position supervise: 0
Does this position have disciplinary responsibilities: No
Does this position have hiring / termination responsibilities: No
Does this position have evaluation responsibilities: No

Essential Functions and Primary Duties

1. Provide overall support for registration and housing, operations, and business development team.
2. Deliver the highest level of customer service in the most efficient manner possible.
3. Learn the registration and housing, and association CRM system to be able to effectively train staff and help members pre-show and on-site during the show.
4. Coordinate the training, schedules, and assignments for temporary, onsite personnel.
5. Primary contact for inbound calls related to registration and housing issues/needs. Secondary level contact for inbound operations calls.
6. Work closely with other departments, specifically membership and marketing, on daily registration and housing needs. Identifying trending issues and communicating those with Meetings and Registration Manager.
7. Support Meetings and Registration Manager in tracking statistical data and producing accurate reports on registration and housing.
8. Exhibitor Resource Center: Track and chase missing information from exhibitors.
9. Coordinate staff and VIP travel (air, transportation, and hotel) and manage scheduling, packing, and shipping of staff materials for tradeshow.
10. Coordinating additional projects such as product pavilion and assignments from the Director and VP of Business Development.

Secondary Responsibilities

1. Document, report and maintain accurate show files and production documents
2. Participate in bi-weekly registration planning calls with expositions team and registration vendor.
3. Support the tracking and collection of all sponsor and advertiser materials
4. Document, report and maintain accurate show files and production documents
Provide support and backup for members of department as assigned
5. Cross-departmental collaboration
6. Works onsite at PPAI tradeshow and events as assigned
7. Other duties as assigned by Meetings and Registration Manager.

Association Wide Responsibilities & Values

1. Provide honest and ongoing communication as needed to support success throughout the organization.
2. Meet established deadlines for all projects, reports, and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications, and projects for all audiences internally and externally.
4. Be fair, consistent, responsive, and supportive of leaders, staff, board members, members, and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence, and impact upon the organization as a whole.
7. Foster cultural values, mission, and overall organizational guidelines of PPAI.

Education Preferred

School/Certification Authority	Degree/ Certification	Major/ Minor
High School: Required	Diploma	
College: Preferred	BA/BS	

Experience Preferred

Type of Work	Years of experience	Depth of Experience
Tradeshow (Ideally includes registration experience)	3+	Mid-Level
Customer Service	3+	Mid-Level

Knowledge, Skills and Abilities Preferred

KSA's	Years of experience	Depth of KSA's
Written and Verbal Communication	3+	High
Strong Organizational Skills	3+	High
Microsoft Suite	3+	High
Time Management	3+	High

Physical Activity

- *Sitting: Yes
- *Standing: Yes. At PPAI tradeshow and events, extended periods of standing required
- *Lifting: Yes – 25 lbs.
- *Pushing/Pulling: Yes
- *Bending/Stooping: Yes
- *Extended work hours, extended weeks (endurance requirement): Travel to and work offsite at PPAI tradeshow and events as required. Requires extended work hours beyond an 8-hour workday.

Work Environment

- *Office environment
- *Trade show floor or event venues
- *Temperature controlled environment
- * Travel: Must be able to travel

PPAI is an Equal Opportunity Employer (EOE)

Apply to: apply@ppai.org