



Title:	REGISTRATION & OPERATIONS MANAGER
Team:	Operations
FLSA Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Reports To:	Director of Business Operations
Supervises:	n/a

SUMMARY

The Registration & Operations Manager plays a key functional role within an established and growing nonprofit organization dedicated to serving government and civic organizations with events, programs and services that inspire innovation for the greater good. Reporting to the Director of Business Operations and serving as an integral member of the Fusion Learning Partners team, this position's primary responsibility are leading the organization's event registration strategies and executing those strategies for assigned events, as well as supporting key financial and operational functions for the organization.

POSITION EXPECTATIONS

- Be proactive, take ownership and be accountable.
- Be adaptable, positive, innovative, and productive with a high degree of initiative.
- Be communicative, collaborative and relationship-focused in approach, by demonstrating excellent interpersonal and customer service skills.
- Have a growth mindset - think and act like an entrepreneur.
- Develop and implement ideas and programs — conduct or carry out procedures and activities to improve programs or products.
- Ask for help when needed, be open to constructive feedback and share ideas for improvement.
- Work independently as well as collaboratively within a team environment.
- Be resourceful – obtain and learn information needed to do the job from all relevant sources.
- Stay calm under pressure and successfully manage multiple projects and time-sensitive demands.

PRIMARY RESPONSIBILITIES BY FUNCTION

Responsibilities include, but are not limited to:

Event Registration & Attendee Engagement Strategy (for all programs/events)

- Take the lead role in researching, adopting and creating efficient and comprehensive registration/membership management systems, tools, forms, processes, policies and reports and data analysis.
- Have and/or develop a working knowledge of all internal and external client registration/membership management systems and serve as a back-up for assigned staff to develop and/or maintain those systems.

- Take the lead role in researching, adopting and creating communication strategies and tools with program/event participants (before, during and after the event), ensuring they have the information and customer service support they need to have an excellent experience.
- Setting and communicating the vision and desired outcomes for attendee registration and engagement to all team members who contribute to this function, and supporting/mentoring them to achieve those outcomes.

Event Registration & Attendee Engagement Implementation (for assigned programs/events):

- Design and test online registration forms that meet client requirements, adhere to Fusion policies, are user-friendly and accessible, providing a seamless user experience for clients and participants.
- Develop special group registrations, discounts and invoicing, as requested
- Design and test reports for internal and external clients related to registration performance, progress toward attendance and approximate revenue goals. Create customized and recurring reports as requested.
- Manage the collection and processing of registration payments.
- In collaboration with the Director of Business Operations, communicate with and send invoices to those participants whose registrations have pending balances beyond deadlines.
- Issue registration reports per agreed upon schedule or as requested.
- Create data summaries and analysis to support event planning oversight and decision-making.
- Create plans for and deliver engaging pre-event communications including save-the-dates, invitations, confirmations, pre-event information/instructions, post-event surveys and follow-up, etc.
- Assist participants and/or clients with registration questions, changes or problems.
- Coordinate the use of mobile event apps by uploading content, developing/scheduling messaging and push notifications, and providing training/information and technical assistance to mobile app users.
- Anticipate and plan for the on-site registration/check-in experience of all attendee types.
- Proactively escalate potential onsite client or attendee issues for timely resolution.
- Provide leadership, mentorship and support to other staff and/or volunteers who contribute to the onsite registration function.
- Coordinate procurement of materials related to onsite event registration and check-in.
- Oversee the creation of onsite registration materials including computers, printers, self-check-in kiosks, printed name badges, attendee packets, etc.
- Plan and lead onsite registration activities for participants, including managing staff and volunteers tasked with supporting registration check-in.
- Lead the final reconciliation of registration data to accounting records at program close.
- Document lessons learned and recommendations for continuous improvement.
- As needed/as time allows, assume other event manager duties for specific events including procurement and management of venues, vendors, food & beverage, A/V, room arrangement, transportation, shipping and other logistics.

Organizational Effectiveness

Accounting:

- Process accounts receivable, deposits and EFT/Wire receipts
- Process account payables, due bills and recurring charges to bank/credit card accounts

- Manage customer and vendor information, W9s and document retention
- Create and monitor financial reports related to purchases and budget controls
- Support internal and external customers with requests for financial information
- Assist with year-end reconciliations and preparation for annual audit

Operations:

- Serve as point of contact for facilities, equipment, communications and IT vendors/contractors
- Ensure organizations' general communications (shared email accounts and general phone line) are functional and contacts/inquiries are responded to within 24 to 48 hours.
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- Provide first echelon support and maintenance of software and communications tools in a Windows Exchange Server environment
- Manage procurement/purchasing of office/kitchen supplies, small equipment, meeting materials and assist staff with procurement of event-related items
- Keep common and supply areas organized, and maintain an inventory of fixed assets
- Assist onboarding & orientation for new employees, offboarding for terminating staff

Record-Keeping & Document Control:

- Create and revise administrative and operational procedures, contact lists and shared informational resources
- Organize and maintain shared electronic files and folders
- Organize, maintain and archive accounting records

JOB SPECIFICATIONS

Education and Experience

- A bachelor's degree OR a combination of post-secondary education and relevant experience to total six years
- Two years prior experience with accounts payable and receivable and other listed accounting functions
- Two years prior experience providing general office administrative support functions
- Experience using Quick Books
- Professional experience in a non-profit office or event management organization a plus
- Experience providing basic technical support for a small office environment
- Experience managing email and calendars in Outlook
- Prior experience using event management technologies for organizing, communicating and delivering event registration a plus
- Prior website, marketing & communications and design experience a plus

Required Knowledge and Skills

- Superior written and verbal communication skills
- Ability to provide excellent responsive and proactive customer service under pressure and maintain strong relationships with internal and external clients
- Excellent analytical skills and data management
- Strong organizational and time management skills
- Proficient with MS Word, Excel, Outlook, Constant Contact or similar, and the willingness and ability to learn new software applications quickly

Physical Requirements

- Be indoors, sitting at a desk for the majority of the day
- Travel to and from event sites (primarily local, some outstate); must have driver’s license, passport and access to a car
- Must be able to pack, lift, and transport program equipment and materials to and from programs
- Must be able to set-up rooms for meetings if necessary – move some tables and chairs, set-up equipment
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally

Tools and Equipment Used

- Operate standard office equipment (phones, personal computer, copier, printer, etc.)
- Use personal smart phone for remote connectivity (email, phone, voicemail)

Work Environment

- Remote work arrangement from employee home office where adequate internet service, workspace and furnishings are established at employee expense
- Attendance/participation as requested at co-working office space in the Twin Cities area.

I understand that this job description does not necessarily list all the functions or accountabilities of the job, and that I may be asked by management to perform additional duties and tasks. I also understand that I will be held accountable to perform these job functions to the best of my abilities, and that I will be expected to continually assess where my assistance would benefit their coworkers and the organization and step in to fill those gaps.*

Employee Signature	Date
Supervisor Signature	Date

**Management reserves the right to revise and update job descriptions at any time.*