

Keystone Symposia Job Description

Job Title: Attendee Services Senior Specialist
Department: Attendee Services
Reports To: Director of Operations
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: Revised 04/25/2023, 2/13/2024, 7/24/2024
Position Held By:
Position Type: Full-time – 40 hours per week

Summary of Position: Keystone Symposia develops and produces conferences for the top biology researchers in the world. The Attendee Services Senior Specialist has an essential role in this by providing the best possible customer service experience. The Attendee Services Senior Specialist uses customer service and multitasking skills to answer phone calls and email in a timely, accurate and professional manner. Experience using CRM software (Salesforce, HubSpot, etc.), or familiarity with common CRM concepts and workflows is required. This department works to maintain the high attendee service scores received through our attendee surveys. This position is full-time (40 hours a week). All employees are required to work in our Silverthorne, CO office at least 2 days per week, the other days can be remote work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Assist all attendees in finding answers to their questions or concerns through all forms of communication (phone, e-mail, etc.). This may include but is not limited to:
 - taking registrations over the phone.
 - routing calls to the scholarship coordinator or speakers to program implementation.
 - assisting with lodging questions.
 - refund, cancellation, transfer, and registration changes or inquiries.
- Review website information and attendee feedback to evaluate changes and clarification that might be required.
- Oversee and complete all assigned tasks for meeting checklist which includes action items centered around meeting deadlines.
- Establish and maintain uniform correspondence procedures and style practices.
- Oversee and manage database clean-up projects.
- Work with Meeting Management to send travel visa and specific event information to attendees and to request information from attendees on behalf of our contact for entry to Canada.
- Send out reminders to register to all abstract submitters.
- Communicate any non-registered short talks, speakers, and organizers to Meeting Management and On-sites plus communicate any of these with a balance due.
- Assist Associate Conference Coordinator in overseeing proper supplies, AV equipment and other printed materials that are shipped, received, and returned to and from conferences.
- Other duties as assigned.

QUALIFICATIONS

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.

EDUCATION and/or EXPERIENCE

Associate degree (A. A.) or equivalent from two-year college or technical school; and one to three years related experience and/or training; or equivalent combination of education and experience. Experience using CRM software (Salesforce, HubSpot, etc.), or familiarity with common CRM concepts and workflows is required.

MATHEMATICAL/COMPUTER SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Proficiency with Microsoft Office software.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

COMPENSATION

The pay for this position is \$22.00 - \$24.00/hour full-time with full-time benefits.