



# Job Description

## Meeting Coordinator (Grade Level 1), Meeting Services Department

**Department:** Meeting Services

**Minimum Experience:** 1-2 years in Meeting Industry preferred

**Role Location:** M&I's Caledonia, WI office

**Reports To:** Manager, Meeting Services

**Education:** College Degree or equivalent experience

**Job Ratio:** 85% Registration Services vs. 15% Planning Services

### Registration & Housing Services (*Required*)

- Provide strong registration support to all meetings that are assigned to you.
- Provide timely and accurate reporting information for your meetings.
- Maintain database with continual updates/changes
- Manage all survey & broadcasting requirements
- Provide quality control processes for your reports. Examples include: Ground manifest vs. A/D Report, Hotel Rooming list vs. M&I Rooming list, etc.

### Administrative Services (*Required*)

- Provide administrative assistance to planner(s) and M&I management. These services would include but are not limited to:
  - Management of meeting minutes during client conference calls or meetings.
  - Post-meeting survey management
  - Post-meeting file closure process
  - Copying & Filing

### Program Management Services (*Required*)

- Creation/distribution of travel letters
- StarCite profile management (update meeting profile, manage status movement throughout life of the meeting, etc.)
- Provide on-site preparation assistance for each meeting you are assigned to. These services would include but are not limited to:
  - Badge layout/production
  - On-Site binder preparation/production
  - Registration packet preparation/production
  - Pre-mailer preparation/production
  - On-site supply preparation/shipment

### (*Optional – Transitional Goals*)

- Creation/management of meeting agenda

### Financial Management (*Optional – Transitional Goals*)

- Begin to learn and take ownership of the following financial aspects of your meeting:
  - Check request processing
  - AMEX processing

### On-Site Services (*Required*)

- Provide quality on-site assistance for the meetings you are asked to go on-site for.
- Mentor and train with the on-site planner to learn everything you can about on-site expectations

### Communication Skills (*Required*)

- Client Communication - Communication with the client must be clear, concise and professional at all times.
- Peer Communication - Communication with peers must be based on mutual respect. Striving to have effective communication among peers is essential to the overall work environment.

- Management Communication – Clear, concise and effective communication with Department Managers is essential to maintaining a positive work environment.

### Training Skills

- Attend internal & external training and networking opportunities to further your industry knowledge.
- Seek out training and advancement by working with senior individuals and leaders in the department

### Computer Skills

- Proficient in Word, Excel and Internet
- Database management programs (preferably StarCite)
- Outlook (email & scheduling)

### Core Competencies

- Data Management Skills
- Technical Skills
- Organization
- Detailed-oriented
- Prioritization Skills
- Teamwork oriented



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