



Coordinator, Meeting Operations
Meetings and Corporate Development Business Unit
Exempt

Reporting Structure

The Coordinator, Meeting Operations reports to the Senior Manager, Meeting Operations

Qualifications

Bachelor's or Associate degree with at least 2+ years of meetings and/or special events experience preferred. Past experience working in association exhibits and/or sponsorship support, experience working with healthcare or scientific professionals. Experience with Cadmium or other exhibit management software a plus. Strong organizational skills and ability to coordinate a high volume of details and a variety of projects needed. Excellent customer service, problem-solving and interpersonal skills with ability to work independently as well as part of a team are expected. Excellent written and verbal communication skills and computer proficiency with Microsoft Office Suite required.

Key Responsibilities

- Coordinates logistics for AAO-HNS's primary event, the AAO-HNS Annual Meeting & OTO Experience, plus smaller meetings and events
- Provides administrative support to a specialty committee, which includes but is not limited to preparing meeting correspondence, sending meeting notifications, organizing and confirming meeting arrangements, and taking and distributing meeting minutes
- Coordinates pre-event and onsite logistics related to special events and Committee/Board meetings occurring at the Annual Meeting & Expo
- Coordinates with conference vendors to ensure high quality services & performance prior to and during the event
- Performs onsite conference tasks such as session room and event checks
- Provides content and updates/edits for marketing materials for onsite Annual Meeting & Expo communications
- Collects from AAO-HNS departments and posts content on the AAO-HNS Annual Meeting & Expo website
- Assembles and coordinates event materials shipments
- Conducts inventory of meeting supplies and materials (awards, badge holders, ribbons, badges, etc.)
- Researches and presents options for / recommends event vendors
- Reviews for accuracy and processes vendor invoices

Please submit your resume, cover letter and salary, expectations through one of the following options:

- **Email:** Attach a Word document or copy and paste your cover letter and resume and send to employment@entnet.org.
- **Mail:** AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources
- **Fax:** 1-703-683-5100



- Provides general administrative assistance within the Meetings Department, including:
 - Monitors and responds to meetings department email inquiries
 - Takes and distributes minutes for department meetings
 - Assists Meetings staff with tasks for Board of Directors meetings
 - Maintains department project management and SharePoint sites
 - Maintains pace reports for event data
 - Maintains digital files for meetings and vendors
- Participates in and coordinate travel for site visits for face-to-face meetings
- Assist other departments with their events, as assigned
- Assist with planning and/or executing staff events, as assigned

Specific Duties

- Create and manage department timeline for all meeting related due dates and tasks
- Prepare agenda and take meeting minutes for weekly department meetings
- Monitor internal department emails to answer general questions in a timely manner
- Plan site visits with city CVBs, prepare travel itineraries, flights, and any other needed travel documents for the department
- Establish and maintain processes and systems in accordance with the Academy's requirements and meeting industry best practices to ensure consistency, efficiency, and professionalism in meeting management
- Consistently demonstrate courteous, cooperative, and helpful behavior to all contacts, internal and external
- Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing

Travel Requirements

Approximately 10% travel will be required. 7-10 days out-of-town travel for Annual Meeting plus site visits to future meeting destinations.

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