

Job Description

Title: Senior Coordinator for Meetings/Webinars
Reports to: Director of Meetings
Status: Full-time, Exempt
Revised: 9-8-21

About the Society for Vascular Surgery:

The Society for Vascular Surgery advances the care and knowledge of vascular disease, which affects the veins and arteries of the body, to improve lives everywhere. It counts more than 5,800 medical professionals worldwide as members, including surgeons, physicians and nurses. For more information about vascular health and the society, please visit www.vascular.org.

Position Summary:

The Senior Coordinator for Meetings/Webinars will provide primary support for the SVS live meetings and back up technical support for the online meetings and webinars. In addition, the Sr. Coordinator will provide administrative support to the Director of Meetings with a strong emphasis on VAM registration process including customer service.

Required Skills:

Strong communication and organizational skills and attention to detail with a positive approach toward customer service, and team-centered focus. Must also have strong technological capabilities with an emphasis on mastering the platforms SVS utilizes to host webinars and meetings (which are currently Zoom and Ring Central). Ability to work independently on projects and consistently meet deadlines. Required travel to the Vascular Annual Meeting along with weekend and evening assignments.

Education and Experience:

Two to five (2-5) years' experience in a health-care related association, and proven communications skills. Bachelor's degree in education, communications, or liberal arts degree is preferred. Experience with conference center oversight and association annual meeting registration required.

- Highly motivated, results-oriented, and able to prioritize efforts to use limited resources efficiently
- Demonstrated skills to apply effective oral, electronic, and written communication methods with colleagues and volunteers
- Ability to work effectively with all multi-disciplinary team members, both internal and external
- Must be able to demonstrate a sense of urgency and ability to shift priorities as required
- Proficiency in Microsoft Office, specifically in Outlook, Word, PowerPoint and Excel required.
- Experience with SmartSheet, One Drive and Microsoft Teams a plus.
- Ability to learn new and master technology platforms such as Zoom and Ring Central Meetings/Webinars.

Meeting Center

- Manage the reservation process for both internal and external meetings within the SVS Meeting Center.
- Service the set up for all meeting center meetings where external SVS members are present. Set up will include the pulling of airwalls, movement of tables/chairs, and ensuring the appropriate audio/visual equipment is present.
- Work with the approved caterer to service the meetings as appropriate. Prepare menu selections and obtain staff approval. Maintain accurate guarantees to minimize expense.
- Review all meeting center invoices for accuracy and reconcile as necessary.

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- Provide coffee break service as required, include the brewing of coffee and the set-up of all coffee break related items.
- Ensure all audio/visual equipment is in working order prior to the start of each meeting and troubleshoot with the Department of IT as necessary.

Virtual Meetings

- Monitor and improve processes to ensure timely and high-quality execution of Virtual Meetings
- Collaborate with other departments to create and develop the Virtual Meetings process.
- Manage, train and coordinate with virtual meeting owners on the new Virtual Meetings process.
- Assist meeting owner with pre-production, production, and post-production tasks.
- When necessary, serve the role as producer in creating master PPT deck files (to include pre-recorded sessions), creation of title slides, countdown clock slides. Producer will also launch the appropriate files based on final script/agenda.
- Update project plan with necessary Department of Meetings milestones
- Collaborate with Meetings Manager on all communication with virtual meeting owner.
- Execute projects plan milestones efficiently.

Vascular Annual Meeting (VAM) Registration

- Work with the Director of Meetings and the registration vendor to build, test and document attendee and exhibitor online websites.
- Create, maintain and implement a master registration timeline to include all detailed tasks.
- Provide primary customer service for all internal and external clients in troubleshooting registration inquiries.
- Collect comp registration requests and working with the registration company to confirm their registration process.
- Work with the Director of IT to test and troubleshoot the web service for attendee validation in addition to all external integrations that require access to the registration platform.
- Set up and manage the onsite registration area for both attendee and exhibitors. Provide exceptional high customer service support to all attendees in stressful situations as required.

Admin support for the Meetings Department

- Provide administrative support to the Director of Meetings in the preparation of the Vascular Annual Meeting. This includes handling telephone and email registration inquiries.
- Coordinate the office shipment to show site.
- Maintain the website content for the Department of Meeting Services.
- Coordinate the sponsored scavenger hunt including the import of sponsor logos to the mobile application.
- Post weekly registration rosters to the VAM website.
- Perform other duties as assigned

Physical Requirements & Environment:

Medium physical demands including the movement of conference center air walls, tables (on wheels) and chairs. Ability to be on feet for extended periods of time. Routine use of basic office equipment and computer. Limited business travel to the VAM destination is required for this position. Routine to frequent

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evening and/or weekend work is required based on meeting needs. Some early morning starting times may be required.

To Apply: Submit a resume and brief cover letter to: hrresumes@vascularsociety.org

Our commitment

SVS offers a comprehensive and competitive recognition and reward program. We believe in professional staff development. We know that our investment in employee growth provides even greater potential for them to contribute to our organization, each other, and the community at large.