

Restaurants Canada - Registration Coordinator Posting

Title: Registration Coordinator

Mandate: To professionally support the VP Operations and the entire Restaurants Canada's events team, by ensuring that all relevant personal, business, legal, administrative, and inter-departmental issues are managed with the appropriate level of confidentiality, sensitivity and care and in accordance with the Vision and Mission of the Association.

Restaurants Canada is a not-for-profit organization that represents Canada's foodservice and hospitality industry. We are looking for a **Registration Coordinator - 6 month contract position commencing immediately with the potential of Full-Time employment.**

The role will be to support the RC Show, Canada's largest foodservice trade event including a trade show, conference, events and competitions. The RC Show hosts RC Hospitality Week including but not limited to; Pre-Show Media, Opening Night Reception, CHF Top to Top, Industry Night Out and Breakfast With Champions events.

The ideal candidate is detail oriented, committed to a high level of customer service, and has a strong ability to multitask.

We have a positive team culture, and continue to strengthen it is key to our continued success. The right candidate must be able to succeed within a team environment, work independently when required and show initiative.

Key Functional Responsibilities:

General:

- Ensure effective customer focused communication and end customer requests, and issues are addressed
- Attend all relevant meetings as they pertain to the overall function on an as needed basis
- Review tasks and deadlines (monday.com) to ensure completion in a timely manner
- Report weekly to the VP Operations on the status of workflow, particularly identifying any potential gaps or critical periods
- Ensure all registration requirements are in place
- Ensure all Show suppliers understand expectation and are ready to deliver
- Extend high-level customer service while enhancing the image of Restaurants Canada and the foodservice industry
- Assist in promoting Restaurants Canada membership, sponsorship and advertising sales

Administration:

Registration:

- Serve as the primary liaison with the team from the registration platform, Microspec, communicating RC Show objectives, and ensuring these objectives are met
- Serve as primary contact for attendee registration inquiries

- Ensure attendee communication is clear and all requirements have been submitted accurately and in a timely manner as per Show team's direction
- Responsible for maintaining event filing system for ease of location of current and past registration data and for reconciliation with Finance post-event
- Maintain detailed, organized and current event files, including all attendee correspondence/payments for each registrant for each event
- Responsible for producing weekly/monthly registration reports to ensure all key information is assembled and circulated to the Show team in a timely manner
- Support the outreach to associations and partners to provide communication, marketing materials and follow up to drive attendee registration
- Support the promotion of programming and events on the registration platform

Events:

- Manage and monitor schedule for temporary registration staff
- Support exhibitor/attendee inquiries
- Ensure all VIP talent and media are registered accurately for badges, travel, accommodations as required
- Prepare post show/event registration summary for future planning purposes
- Work in conjunction with Marketing/Communication department to assist in executing an attendee-marketing plan to ensure the best ROI for events

Operations:

- Assist Sales & Operations Manager with on-site show production as needed
- Coordinate on-site set-up of registration area
- Manage Show entrance registration area throughout show including move-in and move-out
- Oversee RC Show volunteers; recruiting, scheduling, training, registering, assigning tasks
- In conjunction with the Registration Platform team (i.e. Microspec), ensures online registration pages, forms, sites and layouts are proofed for accuracy and functionality
- Coordinate front door activities for events: swag bags, freebies, traffic flow
- In conjunction with authorities, support Operations manager to make event-related decisions such as evacuation, delay of gate opening, fire safety, etc.
- Manage occupancy of facilities from move-in to move-out to ensure compliance with agreements and other terms and conditions governing the building occupation

Required Skills:

- Excellent command of the English language, both verbal and written
- Strong interpersonal and communication skills
- Demonstrated ability to have successfully assisted in the management and execution of large, complex, multi-faceted events
- Detail oriented and organized
- Collaborative team player with a high degree of initiative, accountability and judgement
- Effective time management skills with proven ability to multitask
- Diplomatic, tactful, professional image and manner
- Energetic, positive outlook
- Experience with show management systems is an asset
- Proficient in Microsoft Office (Outlook, Word, Excel)

Education/Experience:

- A minimum of three years of show coordinating/administrative experience required.
- College/University diploma
- Foodservice industry experience is an asset

- Event management program certification or CEM designation is an asset
- Experience in a membership-based organization is an asset

We Are Offering:

- A rewarding and challenging career opportunity with an established organization in an exciting and fast paced industry.
- Training and support structure to ensure you have the tools to succeed.
- An attractive compensation package

Please apply with cover letter and resume to: careers@restaurantscanada.org by Friday, September 24th at 5 p.m. EST.

Restaurants Canada would like to thank all applicants for their interest. Kindly note that only those candidates selected for interviews will be contacted.