

Registrar

Responsibilities

The Registrar creates the registration format for all meetings, processes incoming registrations for all AGB programs and meetings, and serves as the main point of contact for all registration inquiries, which includes managing the registration desk on site at large AGB events. The Registrar also plays an essential role in tracking and reporting program- and council-related data. The Registrar reports to the Associate Vice President of Programs.

Duties

- Set up registration in the Impexium event module for all AGB meetings.
- Process incoming registrations for all AGB programs, including but not limited to the National Conference on Trusteeship, Foundation Leadership Forum, Board Professionals Conference, and Institutes; work closely with the Finance department to reconcile outstanding balances for all meeting registrations.
- Prepare confirmation letters, invoices, and other communications to registrants regarding meeting logistics and billing (invoices, cancellation responses, venue and travel information).
- Respond to all member registration inquiries.
- Monitor and maintain all AGB advisory council composition plans and records, to include public-facing web rosters.
- Review and disseminate all meeting-related communications for AGB advisory councils. Monitor and maintain accurate records around AGB advisory council meeting attendance, distribute meeting materials, and field meeting-related inquiries from council members.
- Perform administrative work as it relates to meetings including, responding to telephone calls and managing the Registrar e-mail account in a timely manner.
- Work with and supervise staff at the registration counter onsite at meetings.
- Prepare name badges, tent cards, and other meeting-related materials.
- Provide administrative support for logistical arrangements such as shipping materials to/from meeting sites, set up of registration area, participant lists for special sessions, and registration counts.
- Prepare statistical reports and dashboard information for registration analysis on a regular basis.
- Assist the Membership Experience department with updating member records based on registration information.
- Serve as back-up to AGB's receptionist on a rotating basis.
- Work closely with other staff on set up of in-house meetings when necessary.



- Manage rooming list and audio-visual needs for meetings as assigned. Work with the event planner and AVP Programs to resolve registrant problems and needs regarding registration or rooming.
- Perform additional duties as assigned.

Experience, Skills, Knowledge, Qualifications

- Three or more years' work experience; experience at a membership association preferred.
- Excellent customer service skills with strong interpersonal, writing, and organizational skills.
- College degree preferred.
- Detail-oriented, flexible, and able to manage multiple assignments in a timely manner.
- Proficient with MS Office applications.
- Proficient with membership management software.
- Ability to work independently with little supervision.
- Ability to work effectively in a team-oriented environment.
- Ability to work well under pressure and to meet competing deadlines.
- Availability to travel to two or more meetings annually.

This position description does not cover or contain a full list of duties or responsibilities that are required of the incumbent in this role. Duties, responsibilities, and activities may change at any time with or without notice.

AGB is an equal opportunity employer and qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

AGB offers a competitive salary along with great benefits that include medical and dental insurance, generous retirement plan, paid time off as well as a hybrid work schedule.

To apply: Applicants should email letter of interest that describes experience relative to the position, salary requirements, and resume to employment@agb.org.