

MEETINGS & EVENTS COORDINATOR POSITION DESCRIPTION

We are currently seeking Coordinator to join our exceptional Meetings & Events team. Reporting to the Senior Director of Meetings & Events, this role contributes to Auto Care Association's success by assisting in all stages of Auto Care owned meeting/conference registration, customer service and financial reconciliation for approximately 6-8 events per year. A key deliverable for this role will be to serve as the primary key facilitator for the annual AWDA Business Conference one-on-one meeting scheduling process, which results in more than 2,000 business meetings conducted during two days.

Duties & Responsibilities

- Facilitate all phases of meeting/event registration, sponsorship and hotel monitoring as needed for all Auto Care owned or affiliated events, to include, but not limited to:
 - Review and provide feedback on event related products created within Impexium (platform for customer relationship management)
 - Review and provide feedback on conference website and registration approach within Sitefinity (content management system)
 - Review and provide feedback on marketing / communications throughout conference using Adestra platform (email marketing platform)
 - Create invoices, process event registration and payment information as needed
 - Oversee event queries/reports to include but not limited to registration / accounting / balance due reports /annual audit
 - Act as primary point of contact for phone and email inquiries related to conference and hotel registrations
 - Actively generate and analyze registration reports and compare to hotel reports; send bi-weekly reminders to individuals that haven't registered/booked their hotel room
 - Process final financial reports, etc. for completed meetings.
- Lead external contact for the annual AWDA Business & Education Conference one-on-one meeting scheduling process to include, but not limited to:
 - Assist in customization of MeetMax software specific to the goals and preferences of the AWDA One-on-One business meetings' preferences
 - Compile and input company registrations in MeetMax scheduling database;
 - Review MeetMax/process user guides and assist companies through selection process
 - Assess each created schedule;
 - Create customized schedules as needed;
 - Maintain communications throughout process;
 - Provide support and service the Information Suite during conference dates.
 - Invoice all meetings after conference, collect and run payment.
- Assistance and support of the HDAW Conference one-on-one process:
 - Review MeetMax/HDAW customized site to ensure fulfillment of HDAW goals/process:
 - Review of HDAW/one-on-one registration process and attendee user guides:
 - Attendee support throughout one-on-one process and during actual event (if needed):
- Assist in packing and coordinating meeting supplies shipments to meeting sites
- Maintain the onsite registration desks and provide onsite support for Auto Care events
- Assist Meetings & Events team with various administrative tasks
- Other duties as assigned

Requirements & Qualifications

- Minimum of 1-year professional meetings and events or hospitality experience preferred
- Trade association or professional membership association experience strongly preferred
- Must be organized, detail oriented, have a customer service mindset and possess the ability to meet deadlines and work within time constraints
- Candidate should possess demonstrated proficiencies in establishing and maintaining positive relationships both internally and externally, with clear and efficient communication
- Essential competencies include proficiency with Microsoft Office, to include but not limited to Word, Excel and Power Point
- Experience with CRM/AMS systems a plus
- Regular presence in the Bethesda, MD office is required, remote work available
- Position is somewhat sedentary but does require the ability to lift up to 25 pounds and includes standing or sitting for long hours
- Position requires the availability for 25% travel to conduct on-site conference support

The Auto Care Association is the voice for the auto care industry—a coast-to-coast network of 500,000 independent manufacturers, distributors, parts stores and repair shops offering quality, choice and innovation for drivers. The Auto Care Association keeps its members ahead of the curve so they can continue to serve every kind of vehicle on the road today—providing parts and services designed to make vehicles last longer, perform better and keep drivers safer.

At Auto Care Association, we recognize and appreciate the importance of creating an environment in which all employees feel valued, included, and empowered to do their best work and bring great ideas to the table. We recognize that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best possible service, technical assistance, and research to members and partners.

Diversity, equity, and inclusion (DEI) for us represent both a business necessity and a core belief. These concepts represent a fundamental value and code of behavior that impact our daily interactions and decisions. DEI is the result of respecting, valuing, and caring about others and the lives we touch through member engagement, our products, messaging, and operations.

Auto Care Association is committed to providing an inclusive and welcoming environment for all members of our staff and does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of our activities or operations.

If you are a dynamic professional with shared beliefs and the above qualifications, we would like to hear from you.

Please send your resume and cover letter to: Lea Diamond, Senior Director of People Operations, Auto Care Association, at autocarejobs@autocare.org.