

Conference Registration Technician

Mission: We're a community of farmers and supporters, focused on education and evidence-based research, for the purpose of building a more economically-just, environmentally-regenerative, and community-focused food system through education and research that directly supports farmers.

Position overview: We're seeking a Conference Registration Technician to play a pivotal role in running the registration system for our 2020 Sustainable Agriculture Conference, including the conference scholarship, workshare, and volunteer programs. Our 2020 Conference takes place February 5–8 in Lancaster, PA. The Conference Registration Technician will report to the Conference Manager and will receive additional support and training from the Systems Analyst.

This position can be remote, but will require some trips for in-person meetings (approximately once a month). It is estimated that this position will require 5 to 8 hours per week through October, then increase to 20 hours per week from October to mid-November, with some weeks requiring more hours. From mid-November to late February, hours would increase to approximately 30 per week—during this time, the Conference Registration Technician will be required to maintain regular hours for registration assistance by phone.

Attendance at the 2020 Conference is required from Monday, February 3rd through Sunday, February 9th, with several 12+ hours per day during that time.

Responsibilities:

- Maintain registration system & data (via Cvent) and ensure accuracy of registration data, including what is sent into our CRM (Salesforce)
- Accept and process registrations, in particular over the phone and for groups, as well as cancellations
- Provide assistance to attendees and potential attendees as needed, primarily by phone
- Assist with populating the conference mobile app (CrowdCompass)
- Oversee scholarship and work share application and registration process
- Coordinate, train, and manage conference volunteers, on-site in particular
- Oversee registration desk area on-site, which checks in all attendees, processes walk-in registrations, and assists attendees with questions and problems that arise
- Participate in a pre-conference planning meeting and a post-conference review meeting with all staff
- Be present at the conference from Monday, February 3rd to Sunday, February 9th

Qualifications:

- Demonstrable past success in event support/coordination or registration management, or a minimum of three years of relatable experience
- Demonstrable past success in customer service and volunteer management, or a minimum of three years of relatable experience
- Excellent verbal and written communication skills with the ability to relate to a wide variety of people and communicate effectively and pleasantly, with a good customer service attitude
- Computer expertise—in particular, working with spreadsheets and databases—and keen attention to detail and data organization
- A working knowledge of—or the demonstrable ability to become proficient in—Cvent (registration software), CrowdCompass (event mobile app), Salesforce (CRM software), FormAssembly (form building software), Grasshopper (phone application), Gsuite Apps (especially Gmail, Calendar, and

- Drive), and third party apps we use for merging and data processing
- Ability to manage large amounts of information, prioritize workload, and meet deadlines, as well as to work long hours and weekends when needed
 - Commitment to PASA's mission
 - Interest in fulfilling this position for multiple seasons a plus
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Compensation: This is a contract position for \$10,000 that will be disbursed via monthly installments. There is a strong possibility of this position being renewed on an annual basis, and could expand to include building the registration store.

How to apply: Submit a cover letter, resume, and references electronically to jobs@pasafarming.org. We will begin interviews as soon as we receive a qualified candidate.

Employee value statement

We are passionate about effectively advancing our mission. We value employees who:

- share our passion and can clearly communicate the value of our work to others;
- consider how we can do things smarter and more efficiently;
- anticipate and address roadblocks or other challenges;
- stay current on trends in the field;
- embrace and accommodate change; and
- continuously advance their knowledge and skills through professional development.

We strive to create a work culture that promotes both independence and collaboration. We value employees who:

- are committed to fostering a connected, respectful, and responsive work environment, whether work is being conducted remotely or in person;
- exemplify honesty and integrity;
- possess excellent interpersonal skills;
- exercise good judgement and take initiative when needed; and
- can recognize when to ask others for advice, feedback, or support.

We take pride in the quality of our work. We value employees who:

- consider the big picture while paying close attention to accuracy and detail;
- can clearly and thoughtfully communicate in person and in writing;
- are highly organized; and
- thrive in a fast-paced, professional work environment.

We are an equal opportunity employer and are committed to fostering a diverse and inclusive environment. We encourage people of color, members of the LGBTQ+ community, veterans, people with disabilities, those who have been formerly incarcerated, and members of other underrepresented or underserved communities to apply.