



## Program Specialist, Meetings and Learning Events

### Job Description

#### Job Overview

The position proactively supports ATD by providing project management, logistical, and operational support for planning conferences, workshops, and other convenings with the goal of producing high quality events. The position reports to the Executive Director, Meetings & Learning Events.

#### Duties and Responsibilities

##### Project Management (50%)

- Create and manages the timeline, event project management task list for ATD virtual and in-person events.
- Supports the planning of in-person and virtual conferences, including the annual DREAM conference and other annual conferences, as a member of ATD's Meetings and Learning Events team.
- Supports set-up and management of abstract submission and review sites.
- Maintains event schedules using ATD's project management tools.
- Schedule event intake meetings, prepare meeting agenda, document event details, and follows up with key stakeholders on event deliverables.

##### Event Logistics (30%)

- Provides customer service and support to conference attendees and internal customer requests/inquiries via email and phone.
- Manages communications, prepares conference materials, ship materials, complete post-program close-out tasks, and maintain detailed records.
- Generates and proofs correspondence and event-related supporting documents such as name badges, agendas, attendee confirmation letters, etc.
- Assures follow-through on all aspects of meeting contracts, with regards to deposits, deadlines, and concessions.
- Prepares invoices for review/payment. Manage payment of expenses/invoices. Manages invoice reconciliations, speaker reimbursements, department inventory of supplies and giveaways, and the preparation of attendee registration materials.
- Assist with researching and obtaining quotes from outside vendors for various events-related items such as branded items, photographers, entertainment, dinner locations, etc.
- Assists with population of conference mobile app information via excel spreadsheet uploads.



- Troubleshoot issues for attendees, presenters, and staff.
- Manage on-site registration set-up, ATD Bookstore, and materials distribution.

### **Operations (15%)**

- Update and maintain the official ATD Calendar of Events, works with staff to schedule upcoming meetings and confirms optimal dates and coordination with leadership.
- Support goals to maximize revenue from with up-to-date research and analysis on pricing of comparable industry events.
- Maintain and update event databases and tracking spreadsheets, registration websites, and leads the creation of reports and tracking event metrics.
- Monitor and track registration and housing and compiles pre-and post-conference reports.
- Provide program team, marketing and communications, and finance with attendee registration and revenue reports.
- Collaborate with the marketing and communications team to help build registration websites and virtual event platforms, and review website pages and digital and print materials with an eye for attractive design and layout.

### **Other (5%)**

- Maintain system for curating and organizing event templates, content, and collateral materials for future use.
- Assist with planning internal ATD Staff events to include holiday party, staff retreat, and planning sessions.
- Performs other administrative tasks and projects as assigned.

### **Skills/Qualifications/Experience**

- Bachelor's degree or equivalent combination of education and experience.
- Minimum 3-5 years of operational and administrative experience, preferably at a college or nonprofit organization.
- Experience in organizing, planning, and coordinating conference events, meetings, and travel arrangements.
- Strong project management skills with a keen attention to detail including the ability to coordinate workflow, determine priorities, meet deadlines, and effectively balance competing demands.
- Experience using event planning technology for registration, attendee data management, analysis, and reporting.
- Knowledge of web-based mail merging/marketing tools.
- Ability to communicate professionally and in writing with a variety of constituent groups such as college presidents, board members, faculty, students, and government and other officials.

- Must be able to organize and prioritize work, be proactive, take initiative, resolve problems, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner.
- Ability to work independently and to collaborate with others at all levels of the organization.
- Must have a strong customer service orientation and be comfortable addressing inquiries and issues directly with customers.
- Exceptional interpersonal skills, professional demeanor, the ability to collaborate and be a team player.
- Proficiency in the use of a wide range of software applications and digital tools, like Project Management (Wrike, Smartsheets, and MS Project) and Microsoft Office Suite (Word, Excel, PowerPoint, Publisher) required; Salesforce (or similar CRM), Google Apps, and mobile devices.

## Competencies

**Systems Thinking:** Defines the system and one's role in the system. Sees relationships and the dynamic elements of the holistic system and executes work accordingly. Influences the said system. Maps connections to ATD's external landscape

**Learning Orientation:** Embraces challenges, new ideas, and different perspectives as an opportunity to learn. Teaches others to foster learning

**Change Agent:** Serves as an agent of change at a personal, team, and organizational level to pursue outcomes for students. Adapts as the environment changes, while managing associated risks. Motivates staff, team, organization, and partners to activate the change needed to advance defined priorities.

**Collaboration:** Acts as a team player who is responsive to others' priorities, processes, and roles. Demonstrates willingness to collaborate, respect, and humility when seeking to understand others and making decisions. Strives to break down silos across programs and levels.

**Disciplined Execution:** Demonstrated ability to manage work processes effectively and efficiently to deliver high-volume, high-quality work.

**Effective Communication:** Ability to actively listen and thoughtfully question to create greater understanding and offer insights that advance problem-solving.

**Emotional Intelligence:** Demonstrates self-awareness and self-regulation and recognizes impact of personal behavior on others.



## Position Details

Position Type:	Full Time, Exempt
Salary Grade:	5
Work Location:	Silver Spring, Maryland
Level of Travel Required:	Moderate
Reports To:	Executive Director of Meetings and Learning Events

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this position.

## Equal Opportunity Employer

Achieving the Dream, Inc. (ATD) attracts, develops, and retains highly qualified and diverse individuals. ATD is committed to creating and maintaining a diverse work environment and is proud to be an equal opportunity employer. Employment policies and decisions at ATD are based upon merit, qualifications, performance, and business needs. All qualified candidates will receive consideration for employment without regard to age, race, color, national origin, gender (including pregnancy, childbirth or medical conditions related to pregnancy or childbirth), gender identity or expression, religion, physical or mental disability, medical condition, legally- protected genetic information, marital status, veteran status, or sexual orientation.

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