



roles and responsibilities | registration team

The Registration Team plays a pivotal role in ensuring the seamless execution of events and conferences hosted by our association. As the primary point of contact for attendees, our team is responsible for managing the beginning-to-end registration process, which includes processing registrations, handling inquiries, and providing support before, during, and after the event.

We partner closely with Conference Managers to align our efforts with the overall event strategy, ensuring that every aspect of the registration experience enhances attendee satisfaction and contributes to the success of the event. This collaboration involves coordinating key tasks such as creating event registration including exhibits and sponsorship, managing attendee data, and facilitating on-site check-in procedures. By working in tandem with the Conference Manager, we ensure that all logistical and operational aspects of the registration process are executed efficiently and effectively.

Our team's dedication to detail and commitment to excellence are instrumental in creating a positive and professional experience for internal and external stakeholders, and event participants, from initial contact through post-event and follow-up. Below are detailed responsibilities.

Event Registration and Purchase Link Creation

Event – Develop, create, and manage the registration link for the main event, ensuring all relevant information is captured accurately.

Sponsorship – Create a dedicated purchase link for sponsors, including specific options and benefits for different sponsorship levels.

Exhibits – Create a dedicated purchase link for exhibitors, detailing booth selection, setup requirements, and additional services.

Promo Codes and Group Discounts – Generate and manage promotional codes and group discount strategies for discounts or special offers, ensuring proper application and tracking.

Merchandise/Product Suggestions – Include options for attendees to purchase event-related merchandise and/or events during the registration process.

Conference Materials Creation

Participants Listing – Compile and maintain an up-to-date list of registered participants, ensuring accuracy and completeness.

Badging

- *Manual* – Create and print badges manually for smaller events or specific needs.
- *Cvent* – Utilize the Cvent platform for automated badge creation and management.
- *Guest* – Prepare badges for guest attendees, ensuring they are distinct and recognizable.

Packing Materials for Shipping

In Office – Organize and pack all necessary registration materials for the event, ensuring everything is labeled and ready for shipment.

Onsite – Coordinate with the on-site team to ensure all shipped materials are received and set up correctly.

Reporting

Weekly Reporting – Provide comprehensive reports every Monday by 11 a.m. covering attendee registration, sponsorship, exhibits, session attendees, and financial status. This ensures all stakeholders are informed and can make data-driven decisions.

Onsite Execution

Registration Desk Setup – Oversee the setup of the registration desk, ensuring it is fully operational and equipped to handle attendee check-ins and inquiries.

General Information – Serve as the main point of contact for general information and assistance during the event, ensuring attendees have a positive experience.

Registration Assistance

Email Support – Offer dedicated support to assist attendees and internal customers with registration issues, questions, or changes. (registrar@nei.org)

Registration Materials

Ordering Supplies – Manage the ordering of all necessary registration items such as lanyards, badge holders, ribbons, etc., ensuring they are of high quality and meet the event's branding standards.

By meticulously managing these responsibilities, the Registration Team ensures that all aspects of the registration process are handled efficiently, contributing to the overall success of our events.