

Coordinator, Industry Operations

The **Coordinator, Industry Operations** supports the implementation of strategic efforts to generate revenue through exhibits, advertising, and sponsorships for the Society's Annual Meetings and other industry-derived revenue initiatives. The Coordinator will work in a team environment to provide excellent customer service and advertising/sponsorship fulfillment to our exhibitors and sponsors, as well as administrative and logistical support for the Annual Meeting and additional projects as directed, focusing on providing consistently accurate and timely information. The position will report to the Senior Manager, Industry Sales & Operations.

Duties and Responsibilities

Customer Service and Data Collection:

- Monitors the general exhibits and meetings inboxes, and promptly and thoroughly answers questions using templates and available information; recognizes when to adjust and individualize templated information as necessary; sends cease and desist emails to mailing/housing list "poachers"; and forwards emails to appropriate departments as necessary.
- Enters and maintains current exhibitor/sponsor information in the exhibit management portal and across all supporting documentation, forms, and databases.
- Collects and processes exhibitor/sponsor form submissions for order fulfillment (i.e., industry event information, onsite Exhibitor Appointed Contractors, etc.)
- Coordinates the preparation of and maintains overall schedule of ancillary, industry, and show floor events, including data entry/quality control.
- Coordinates the preparation of advance and onsite exhibitor/sponsor forms and signage for the Annual Meeting (i.e., exhibitor welcome packet, event signs, etc.).
- Assists with inventory and shipments of materials to and from the Annual Meeting.
- Support Senior Manager, Industry Sales & Operations and other leadership while onsite at the ASHG Annual Meeting during move-in and move-out of exhibits and open exhibit hall hours.

Marketing Support and Sales Fulfillment:

- Assists with the preparation of the annual Exhibitor Prospectus, exhibitor-facing web pages, and other marketing materials for soliciting exhibitor/sponsor sales.
- Collects advertising materials from exhibitors/sponsors and works with the Marketing department to ensure insertion into the appropriate paid ad slots.
- Sends data and reports to sponsors/advertisers, coordinates between the Meetings and Marketing department, and develops solid relationships with colleagues.

Sales Support and Revenue Reporting:

- Corresponds with accounting staff to verify exhibitor/sponsor payments received and enters payments into the exhibit management portal; prepares invoices and correspondence as directed.
- Collects and shares exhibitor/sponsor information and schedules to support sales efforts by internal teams and outside vendors.
- With direction from Senior Manager, Industry Sales & Operations and Senior Director for Meeting and Industry Operations, collects and maintains sales leads information on potential exhibitors from competing events, company websites, and other sources to

support the exhibit sales pipeline; may send sales emails or place phone calls to find current, accurate leads.

- Exports financial reports from the exhibit management portal for updates to leadership on sales and sponsorship statistics against the annual budget.
- Enters financial data into pre-built reports for delivery to senior leadership.

Other:

- Works collaboratively with Meetings staff and other departments to ensure deadlines are met and pertinent information is distributed (i.e., Wiki management, FAQs, etc.).
- Takes notes during Meetings department meetings and shares with staff.
- Other duties as assigned by Senior Manager, Industry Sales & Operations or other senior leadership.

Qualifications

- Minimum 1-2 years of experience in an office, nonprofit, or association environment or equivalent education. Experience or education in sales, meeting management, or exhibits management a significant plus.
- Solid working knowledge of Microsoft Office suite of products (Outlook, Word, Excel, SharePoint).
- Familiarity with exhibit floor plan software a plus. Familiarity with A2Z Event exhibit management software a significant plus.
- Familiar with basic budgeting and accounting principles.
- Familiar with maintaining databases and information in a CRM, Salesforce preferred.
- Excellent written, oral, and interpersonal communications / customer service skills.
- Strong attention to detail and time management skills, ability to balance multiple projects and concurrent deadlines.
- Sound professional judgment and discretion.
- Enthusiastic and team-orientated, with a desire to learn and work collaboratively to accomplish organizational goals.

Working Conditions

- Day shift hours primarily. 37.5 hours/week, full-time non-exempt. Occasional evening or weekend meetings or events.
- Travel required 1-2x/year, including to the Annual Meeting each fall.
- This position allows for a remote work environment, with access and travel to ASHG's headquarter office in Rockville, MD as wanted and necessary. To achieve the needed functions of some positions, ASHG reserves the right to require in-person weekly office hours in ASHG's Rockville office.

Physical Requirements

- This position requires sitting (90%), standing (5%), and walking (5%). It requires computer work involving extensive use of keyboard, mouse, and monitor; and occasionally requires lifting materials of ~20 lbs.

About ASHG

ASHG is a dynamic professional community of human genetics researchers, clinicians and other specialists who work at the leading edge of discovery, generating new genetic knowledge



and translating it rapidly to improve human health and well-being. A non-profit founded in 1948, ASHG has nearly 8,000 members worldwide; hosts as many as 9,000 attendees annually at the world's largest genetics and genomics meeting; publishes one of the field's most respected journals; and undertakes a growing array of public outreach, education, policy, and advocacy programs throughout the year. ASHG is a dynamic and healthy organization with 31 staff, an annual budget of nearly \$8 million, and prudent reserves.

The ASHG office is located in Rockville, MD, near the North Bethesda Metro rail station, in office space that includes free parking, onsite fitness facility, and dining options. We offer a work environment with a great mission, collegial team, and professional trust and respect.

To Apply

Please email cover letter and resume in pdf format to: jobs@ashg.org

For more information, please visit: <https://www.ashg.org/about/jobs/>