

JOB DESCRIPTION

Events Assistant

DETAILS

Location: REMOTE
Reports to: Sr. Manager – Events & Partnerships
Status: Full-Time

SUMMARY

The Events Assistant at the Nutritional Therapy Association plays an integral role supporting the Events and Partnerships team with the successful promotion, implementation, and follow-up processes for large-scale events, trade shows, and marketing of these events. This position contributes to the success of the organization by ensuring that attendees, speakers, exhibitors, and staff are set up for success for each event – including timely and thorough communication before, during, and after the event; management of the event and ensuring resources and needs are met; and clear and thorough follow-up and debrief of each event. A successful Events Assistant is able to maintain a calm demeanor and high degree of professionalism at all times, and has previous experience in fast-paced, customer-driven work environments.

Note: This position requires 15-20% travel during peak event and trade show season.

RESPONSIBILITIES

Events

- Communicating with clients to ensure they have information needed in advance of the event (includes speakers, exhibitors, staff, VIPs, and annual partners)
- Communicate with event hotel to coordinate accommodation needs and secure private room blocks
- Manage the registration process for attendees and client groups utilizing Boomset software
- Assist in the pre-planning assessment and training and on-site coordination of volunteers
- Support the set-up and execution of the event app and paper programs
- Execute signage plan for each event to ensure attendees have clear communication and directions
- Plan and organize attendee and speaker gift bags and silent auction items
- Distribute CEU certificates to attendees at close of event, gather staff/speaker and exhibitor feedback, and collect attendee survey results for dissemination to entire team

Marketing

- Partner with marketing team to prepare emails and social media posts for promotion of events, including checking for accuracy and creating a schedule for communication to highlight important aspects of the event
- Manage Eventbrite ticketing platform, including necessary updates and changes, to ensure that the ticket sale process flows smoothly, access codes are set up and working properly, and ticket and access code information is communicated to appropriate groups
- Update the NTA website consistently to reflect current news and information for upcoming events

Trade Shows

- Manage logistics of each trade show, including organization of attendees' travel and accommodations, creating and distributing the « booth success guide », shipment and delivery of the booth, and what marketing materials to include based on the focus of the show
- At the close of each show, gather staff expense forms and debriefs, share information about the event to the wider team, send captured email lists to admissions and marketing, and contact the leads captured at the show
- Assist in the coordination of the volunteer graduate program

QUALIFICATIONS

Competencies

- Action Oriented – taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
- Manages ambiguity – operating effectively, even when things are not certain or the way forward is not clear
- Drives results – consistently achieving results, even under tough circumstances
- Plans and aligns – planning and prioritizing work to meet commitments aligned with organizational goals
- Instills trust – gaining the confidence and trust of others through honesty, integrity, and authenticity
- Customer focus – building strong customer relationships and delivering customer-centric solutions
- Communicates effectively – developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences

Education & Experience

- High school diploma or equivalent required.
- Previous experience managing multiple tasks and logistics simultaneously with a high degree of professionalism required. Prior experience working in conference or trade show events preferred.

- Intermediate skills in Microsoft Office suite, particularly Excel and Outlook, required. Experience with Eventbrite ticketing software, Trello, and social media platforms is a plus.
- An interest in holistic/functional nutrition is required as you will be attending events as a representative of the Nutritional Therapy Association and sharing our mission with attendees.

To apply, please [click here](#).