

Registration Coordinator

Job Description



The Registration Coordinator manages all convention registration and ticketing processes to ensure accuracy, financial integrity, and a seamless attendee experience. This role oversees All Events Tickets (AETs), single-event ticket sales, seating coordination, and badge distribution, working closely with the Communications, Competition, and Events Coordinators, as well as venue contacts.

Role of Coordinator

Partner with the Communications Coordinator to build and launch the AET registration form

Ensure all required information is captured, including membership status, chorus affiliation, discounts, seating needs, and venue requirements

Manage single-event ticket setup through the venue or regional ticketing system

Reconcile AET purchases with membership records and check for accuracy

Verify discounts were applied accurately and coordinate with the VIP liaison to get listing of comped AETs needed for VIPs

Coordinate with the Competition and Events Coordinators to establish seating blocks by chorus

Ensure venue seating layouts and ticketing align with event plans

Collect and communicate accessibility or special seating requirements to appropriate people

Prepare and print name badges for AET holders

Coordinate badge distribution plans with choruses, quartets and members either via mail, pickup onsite, or through the registration desk.

Provide on-site support for registration and ticketing questions

Manage the registration desk (or obtain volunteers to manage) for the whole of convention depending on circumstances agreed with venue. In the case single events are managed by the venue - registration desk may require less oversight.

Competencies

- Highly organized and detail-oriented
- Strong skills in reviewing data for accuracy
- Clear communicator and collaborative team member
- Proactive and solution-focused under deadlines

Further Information

The registration coordinator's AET will be purchased by the region.