



**Position:** Data and Guest Services Manager

**Classification:** Hourly, Non-Exempt

**Reports to:** VP Event Operations

**Salary Range:** DOE

**Benefits:** Standard

**Vacation:** 10 days

SH Worldwide

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**Organization:**

SH Worldwide delivers world class full-service Event Management, Site Selection, Online Registration, Destination Management and Conference Development and manages events of all sizes, from small and personal executive events to very large corporate events, as well as road shows and tradeshow.

**Responsibility Overview:**

This position is responsible for managing data and customer service for attendees to events managed by SHW Event Managers and clients. This includes, but is not limited to the following: all aspects of attendee data within the proprietary registration system including reporting and proper handling of data, and customer service for each attendee; working with registration developer to create sites and ensure the system is designed and functions according to client expectations.

**Major Responsibilities:**

- Data Management
  - Developing our data tools and processes
  - Thorough knowledge of how databases work to ensure accurate reporting of attendee data
  - Understand and manage multiple databases
  - Enjoys working with technology and is not intimidated by it
  - Liaison to the developer; keep them focused and on task
  - Stay engaged; know your clients' values and expectations
  - Ability to lead others through stressful situations under tight timeframes
  - Ability to manage the client to ensure registration timelines are met
  - Manage housing for up to 5,000 attendees
  - Manage high security data and details for executive attendees
  - Resolve problems in a positive and efficient manner
  - Manage registration system build costs and change control
  - Be comfortable speaking and participating in both intimate and large group settings
  
- Guest Services
  - Be the on-site Guest Services Lead
  - Work with attendees of executive event(s) regarding their registration needs
  - Manage customer correspondence per set guidelines
  - Resolve problems in a positive and efficient manner
  - Back-up and support to the Data Manager as directed
  - Generate and post reports based upon client needs

- Quality Assurance
  - Must have attention to details; complete work 100% and author quality
  - Deliver on commitments and meet all deadlines
  - Ensure compliancy with client regulations at all times
  - Document processes and procedures
  - Conduct research via the Internet, newspapers, and other mediums
  - Ensure adequate testing is conducted and documented before releasing a site
  - Data vetting and reporting
  
- Compliancy
  - Have a thorough understanding of payment processing and privacy requirements
  - Focus on and manage PII and PCI components at all times – ensure compliancy
  - Think beyond the immediate and always consider security

**Core Competencies and Requirements:**

- Comfortable with using technology
- **Quick thinker** and **creative problem solver** who can deliver on time and within budget
- **Minimum 3 years data management and customer service experience**
- **Attention to detail; strong organizational, project and time management skills**
- **Strong communication and interpersonal skills**
- **Ability to work in a fast-paced, high stress environment**
- Proficient in **Excel**, Word and Microsoft Outlook - Required
- Schedule flexibility and travel; long hours/weekends are mandatory at times
- Ability to **work alone and be a self-starter**
- Microsoft event experience preferred, but not required

***This position is one of trust and is responsible for highly confidential information. A background check is required.***