We are looking for a

Conference Registration & Housing Manager

Global Planning Solutions is seeking an experienced Registration & Housing Manager to manage the registration and housing components of major national and international conferences and congresses.

The Registration & Housing Manager plays a pivotal role in creating and overseeing registration and housing portals, coordinating delegate communications, managing housing logistics, and negotiating hotel contracts. The Registration & Housing Manager handles financial reconciliation of registration revenue and oversees registration and check-in procedures onsite.

A BIT ABOUT US

Global Planning Solutions (GPS) is a Canadian conference, event, and marketing management company with more than 55 years of experience delivering national and international programs.

We partner with associations, corporations, and organizations to manage complex conferences and events from strategy through execution. Our services span conference management, exhibitions and sponsorship, corporate events, marketing and design, and digital solutions.

As a long-standing member of the International Association of Professional Congress Organisers (IAPCO), GPS combines decades of industry experience with a forward-looking approach to technology, innovation and client service.

THE ROLE

HOUSING CONTRACT NEGOTIATION AND MANAGEMENT

- Lead the development of housing RFPs based on the needs of the client and conference manager.
- Distribute RFPs to select hotels and destinations, ensuring all potential options meet the needs of the conference attendees.
- Review, summarize, and present hotel contract proposals to the client, ensuring terms and rates align with client expectations.
- Negotiate with selected hotels to secure the most favorable room blocks, rates, and contract terms for the client.
- Carefully review final hotel contracts and present them to the client for approval and signature.
- Oversee hotel room block management, ensuring room allocations and cancellations are effectively handled throughout the event cycle.

- Manage group housing
- Provide ongoing support regarding housing needs and adjustments up to the event's start.

REGISTRATION MANAGEMENT

- Manage the setup of both registration and housing portals, ensuring accurate integration between the two systems based on the client's needs.
- Develop clear, client-specific communication templates related to registration and housing
- and data privacy compliance.
- Coordinate the internal testing of registration and housing portals, ensuring any necessary feedback is promptly addressed.
- Resolve any technical issues promptly.

ONSITE PREPARATION AND REGISTRATION DESK MANAGEMENT

- Prepare name badge templates and manage related inventory (badges, lanyards, etc.).
- Review the registration and check-in process, ensuring all necessary supplies and equipment are available for smooth onsite operations.
- Manage the training and coordination of temp staff and/or volunteers for registration desk duties.
- Oversee the setup and management of the onsite registration desk, troubleshooting any issues as they arise.

GENERAL RESPONSIBILITIES

- Collaborate closely with Operations to create templates and demo sites for clients
- Continuously evaluate and enhance registration and housing processes in partnership with Operations
- Stay up to date on industry best practices, including the latest software and data privacy regulations, ensuring all processes remain compliant and effective.

WHAT YOU BRING

- Solid experience in the full conference registration and housing management process, from setup to post-event reconciliation.
- Extensive experience in managing housing logistics for conferences, including negotiating and managing hotel contracts, groups, and room blocks.
- A proven ability to negotiate favorable hotel room blocks and group rates while ensuring client

needs and budget are met.

- Knowledge of the EventsAIR platform is considered a strong asset.
- Ability to focus on multiple projects and coordinate with various clients and internal stakeholders.
- Strong understanding of conference financials and the ability to reconcile revenue.
- Excellent oral and written communication skills in English; bilingualism (English/French) is considered a strong asset, with a high level of professionalism in all communications with clients, teams, and external partners.
- Proven organizational skills, with a focus on prioritization and deadlines in a fast-paced environment.
- Strong mentoring skills, supporting junior staff in professional development and setting high standards for service.
- A passion for learning, testing, and sharing new knowledge with the team.
- The ability to foster a welcoming and inclusive atmosphere onsite for all attendees.
- Ability to work with multiple teams and supervisors
- Proficiency in Microsoft Office (Word, Excel, Outlook)

WHAT WE OFFER

- Currently a remote-first role, balanced against in-person time for conferences. The role could move to a hybrid option in the future.
- Health and wellness benefits package (eligible after 3 months)
- Professional development
- IT equipment
- Internet allowance
- A collaborative, senior team environment where your judgment and ownership are valued
- Room to shape process and contribute to the company's growth
- Vacation: 2 weeks paid time off
- Holidays: 9 paid statutory holidays plus office closure between Christmas Eve and New Years Day
- Extras: Paid time in lieu (when applicable)

HOW TO APPLY

Qualified candidates are invited to submit their **resume** and **cover letter** along with **salary expectations by email to** careers@globalplanning.ca. Please include "Registration and Housing Manager" in the subject line. Global Planning Solutions encourages applications from candidates of all backgrounds. Please note that only candidates who are considered for an interview will be contacted.

ADDITIONAL INFORMATION

Position Type: Non-Management

Location: Preferably GTA, ON / Montreal, QC

Reports To: President/Director of Operations

Job Status: Permanent Full-Time

Application Deadline: When filled

Salary: CAD 60,000 – 70,000 annually