JOB TITLE	Technical Secretariat Officer
DEPARTMENT	Events Management
TYPE OF CONTRACT	Labour (temporary) or professional Ending at December 15, 2024
SALARY/FEES	Gross monthly salary (for labour contract) 2,475€ Monthly fee (for professional contract) 2,900€
STARTING DAY	September 23, 2024

Objectives

The Technical Secretariat Officer will support the Event Management Team of Club de Madrid in the preparation and implementation of the 2024 ISIF Forum to be held in Madrid in December 2024, with main focus on registration, accommodation and transfers.

Tasks and activities

Registration system

1. **Design and set up the customized online ISIF 2024 registration process, including registration forms with necessary and relevant fields:**
2. **Registration management:**
   o Supervise and manage the database of all participants and attendees.
   o Verify and confirm the information provided by participants.
   o Confirm registration and provide relevant logistics information to participants.
3. **Inquiries:**
   o Respond to inquiries and resolve issues related to the registration process.
   o Provide technical assistance to participants experiencing registration difficulties.
4. **Participant Services:**
   o Set up and manage information points during the event.
   o Service the needs and inquiries of participants.
   o Manage accreditations and distribution of Forum materials (programs, welcome kits, etc.).

Mobile Application

1. **Development and Configuration:**
   o Collaborate with developers for the creation and customization of the event's mobile application.
   o Define items/functions to be included in the App, such as agenda, maps, list of participants, notifications...
2. **Content Management:**
   o Update other departments (Programmes, Communications) of relevant information received through and to be included in the application (program, speakers, session venues...)

o   Supervise real-time updates of changes in the agenda or session venues.

3. **App Support and Maintenance:**
   o   Provide technical support to App users.
   o   Monitor the App's performance and resolve technical issues.

Rooming

1. **Rooming Management:**
   o   Manage accommodation requests.
   o   Create and maintain an updated rooming list.
   o   Tend to specific requests and requirements.
2. **Rooming Communication:**
   o   Send accommodation confirmations and relevant details to participants.
   o   Coordinate with hotels to ensure smooth check-ins/check-outs and welcomes/departures.

Transfers (Transportation)

   o   Organize transfers to and from the airport, train stations, or key city locations.
   o   Establish itineraries and pick-up/drop-off schedules for attendees.
   o   Inform participants about the details of their transfers.
   o   Manage last-minute changes in transportation plans.
   o   Provide assistance and quick solutions in case of transportation issues.

Supervisor

Club de Madrid's Events Manager

Skills and professional experience required for the position

- University Degree in matters related to the position
- Native in English or Spanish, and good level in the other language;
- At least 5 years of experience working in event management, preferably in international organizations;
- Advanced user of Excel;
- Ability to communicate clearly and effectively;
- Knowledge of protocol;
- Excellent organizational and administrative abilities;
- Excellent team-working skills;
- Ability to work under pressure, meeting tight deadlines, prioritizing requests and needs.

Interested applicants should send their CV, a brief statement of interest on why they feel they are fit for the position to sdeagustin@clubmadrid.org by September 15, 2024.

Only shortlisted applicants will be contacted.