

KEYSTONE SYMPOSIA
Job Opening
Attendee Services Specialist

SUMMARY

Keystone Symposia develops and produces conferences for the top biology researchers in the world. The Attendee Services Specialist has an essential role in this by providing the best possible customer service experience. The Attendee Services Specialist uses their advanced customer service and multitasking skills to answer phone calls and email in a timely, accurate and professional manner. This is a full-time position at 40 hours per week with a fixed schedule of 7:30am to 4:30pm, Monday-Friday. Must be able to work in our Silverthorne, CO office at least 2 days per week.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Answer inquiries and requests from attendees and respond appropriately by phone or e-mail professionally and in a timely manner with excellent customer service skills. This covers cancellations, transfers, refunds, credit card and payment inquiries, and invoice requests.
- Coordinate with other departments to answer questions and solve problems concerning attendee accounts, abstract uploads, or other various attendee issues.
- Attention to detail is required for processing payments, cash handling and bank deposits.
- Process special Visa letters, certificates of meeting attendance, invitation letters, and poster letters.
- Perform credit card reconciliation which involves analysis in comparing reports from our credit card processing system and reservation system.
- Process and proof the format of abstracts according to KS standard guidelines in preparation of online publication within defined time deadlines.
- Accurate and timely cash handling and data entry.
- Reservation system database maintenance and clean-up.
- Assures compliance with and remains current on Keystone Symposia policies, procedures, and regulations.
- Work closely with Attendee Services Lead to accomplish deadlines and project goals; also covers for Lead when he/she is out of the office.
- Ability to work in a fast-paced team environment.
- Other projects will be assigned as needed during the off season.

EDUCATION and EXPERIENCE

High School Diploma or GED and at least one to three years of customer service experience is required.

SKILLS & LANGUAGE

- English speaking. Other languages are helpful but not required.
- Excellent Customer Service Skills.
- Experience with Microsoft Outlook, Word, and Excel skills including (but not limited to) ability to use formulas/functions such as Vlookup/countif/etc.

- High attention to detail is required.
- Excellent multi-tasking and researching skills.
- Ability to effectively communicate with customers and other employees.
- Ability to meet hard deadlines with accuracy and efficiency.

COMPENSATION

The pay for this position is \$19.25 per hour with outstanding full-time benefits which includes: 4 weeks of vacation, low rates for Health, Dental, Vision, plus Life/Disability Insurance, 401K with company match, sick time, and holidays off.