

Position Description
Convention Services Assistant – Governance Programs Department and Field HQ Division

Responsibilities

1. Conference Registration, Housing, and Meeting Accommodations
 - a. Assist in the development of conference/meeting registration forms.
 - b. Utilize the Conference System and registration apps.
 - c. Receive and process registration forms, including keying all information into the Conference System, verifying participant membership and membership status and determining participants' accommodation needs and entitlements based on PSEA Policy and ADA requirements.
 - d. Communicate directly with members via phone or e-mail to correct problems or explain changes made to their registration.
 - e. Generate confirmation letters for mailing to each participant with appropriate conference materials.
 - f. Generate hotel rooming lists and membership participation reports from the Conference System which include pertinent information.
 - g. Assist the Convention Coordinator in communicating with the hotel reservations manager via phone or e-mail to make any changes/additions/deletions to the rooming list.
 - h. Assist the Convention Coordinator and conference staff consultant by generating reports related to the details of the conference
 - i. Prepare deposits from checks/cash received and designates the appropriate PSEA financial account number to be credited.
 - j. Order and organize all supplies necessary for the on-site registration desk.
 - k. Responsible for setting up and working the on-site registration desk which includes registering all participants, serving as an information source concerning conference agenda, layout of hotel, etc., troubleshooting, and facilitating support services.
 - l. Update the Leadership Tracking portion of the PSEA Membership System following each conference.
 - m. Carryout conference follow-up activities, including issuing refunds and processing payments.

2. Annual Leadership Conference at Gettysburg
 - a. Assist the Gettysburg Workshop Coordinator and the Leadership Development Committee in developing conference registration materials and program booklets for the Workshop.
 - b. Meet with the Gettysburg College Conference Staff and conducts a site visit in order to determine the needs and availability of dorms, residence halls, and classrooms as directed.
 - c. Receive and process all registrations from members, staff, and governance including verifying membership; fees; assigning a school based on choice, eligibility, and availability; assigning housing; serving as "reservations manager" and "front desk" for participants; and processing scholarship requests.
 - d. Compose confirmation letters to each participant with appropriate conference materials; and organizes, assembles, and mail the packet.
 - e. Provide all reports to the Gettysburg Coordinator and School Coordinators to confirm dormitory needs, classroom sizes, class lists, and meal counts.
 - f. Coordinate the printing of all school materials.
 - g. Prepare deposits from checks/cash received and designates the appropriate PSEA account number to be credited.
 - h. Contact and work directly with vendors to order supplies and equipment for the PSEA on-site office.
 - i. Coordinate the transportation of all registration and school materials to the campus.
 - j. Attend the conference and is responsible for being available to support operations at all times during the conference.

- k. Set-up and run the on-site office including: training and overseeing associate staff assigned to the office; assigning and re-assigning rooms; filtering all housing and maintenance calls and communicating requests directly to the Gettysburg maintenance crew; distributing meal tickets and selling guest tickets; and issuing dorm keys and keeping accurate records of key distribution.
 - l. Process all scholarship requests received from the Region Presidents/Region offices and transfers funds from the region accounts to the Gettysburg account.
 - m. Carryout conference follow-up activities, including issuing refunds and processing payment.
 - n. Provides support for the consultant and Leadership Development Chair for Leadership Development Committee meetings.
3. Semi-annual House of Delegates
 - a. Organize the printing and distribution of the local delegate rosters to the local presidents, and oversee the assembling of packets.
 - b. Receive and process each local's roster.
 - c. Communicate directly with local presidents when roster problems arise.
 - d. Serve as the contact for local presidents regarding questions dealing with delegate rosters, delegate allotment and status, conference agenda, , etc.
 - e. Organize all materials to be included in the House pre-mailing (electronic) and the on-site registration packet (hard copy). Oversee the assembling of the on site registration packets.
 - f. Works with Operations and Production staff to create credentials for pre-registered delegates for the House of Delegates.
 - g. Assist in the credentialing of all delegates.
 - h. Attend each House of Delegates. Serve as an information source to PSEA membership and staff.
 - i. Carryout conference follow-up activities, including issuing refunds and processing payments.
 4. NEA-RA Delegate Election and Convention
 - a. Process all state delegate nominations forms as directed.
 - b. Generate and send a confirmation letter to each nominee.
 - c. Organize all nomination forms by ballot category in preparation for the ballot placement drawing and participate in the drawing.
 5. Performs other administrative and clerical support duties as assigned to assure comprehensive and effective operations within Convention and Field Services.