



TITLE: Registration Manager

SUPERVISOR: Director of Conferences and Learning Operations

LOCATION: Flexible

Humentum is a global nonprofit/charity focused on advancing operational excellence for social good. We build the capacity of staff at international development and relief organizations to address the operational challenges they face while working toward their missions. Humentum was created from the merger of three well-established organizations: Mango, a UK-registered charity and social enterprise that specializes in financial management; InsideNGO, a Washington, DC-based member association of international non-governmental organizations; and LINGOs, a virtual not-for-profit capacity building organization specializing in eLearning. Learn more about us here: www.humentum.org.

The learning delivery operations team works across Humentum to provide support to all learning delivery. Our focus is to ensure efficient, high quality, customer-service oriented operations that delivers on our [Learning Promise](#). We work with events that include, but are not limited to, face-to-face training, online training, client-contracted training, and conferences.

Position Overview

Working as a core member of the learning delivery operations team, this role will work with the wider learning team, as well as the alliances and advocacy team on a regular basis. The Registration Manager is responsible for the development and execution of effective and customer-centered lead nurturing, registration, and onboarding processes for participants in all Humentum learning events, face to face, and online.

Key Responsibilities

Accountable for accessible and customer-centered event registrations

- Develop and maintain efficient, customer-centered, registration processes
- Develop and maintain efficient, customer-centered, processes to identify, track, respond to, and nurture leads and inquiries about events

- Develop and maintain a participant onboarding process that ensures participants are prepared for a successful learning experience
- Continually seek efficiencies in the design of a common and integrated registration process across multiple learning delivery products
- Contribute to the development and application of organizational policies and procedures
- Provide line-management support to Registration Assistant role, maintaining accountability for the quality of event registrations
- Process event registrations, as necessary

Support the meeting of event targets

- Through the lead nurturing process, ensure that leads and inquiries have the right information about potential events and are motivated to register in a timely manner
- Develop and maintain an efficient process that ensures that payment is received from all participants prior to the event start date
- Work closely with the marketing team to share knowledge of key organizational contacts, manage information flow of registration trends, and develop medium and long-term communication strategies
- Coordinate targeted email communications as required to increase event registrations
- Monitor and report enrollment numbers
- Play a lead role in the monitoring, identifying, and development of mitigation plans for at risk events

Manage conference registrations

- Ensure satisfactory early group registration rates for all Humentum conferences
- Process registrations, cancellations, and substitutions for all conference events
- Collect outstanding payments prior to start of all conference events
- Maintain quality and accuracy of attendee information

General Registration Duties

- Proactively communicate with leads about requested events throughout the registration process using phone, email, online chat, and other methods as needed
- Update user data and information as it pertains to registration records
- Work directly with registrants on problems and inquiries
- Serve as a primary point of contact for past and potential participants
- Direct incoming questions to appropriate team or staff member
- Report bugs and usability issues to Data/IT managers
- Provide information as requested regarding Humentum's offerings and services

Other

- Participate in learning delivery operations team meetings, organizational meetings, and other special staff initiatives
- Maintain filing systems (electronic and paper) for the program area(s) and assist with the maintenance of organization-wide systems
- Other duties as assigned, consistent with the spirit and intent of the position

REQUIREMENTS

Qualifications and Desired Experience

- Previous experience working in an events, registration, or sales team
- High level of proficiency with Microsoft Office applications, especially Excel
- Experience using database administration tools; experience with Salesforce a plus
- Strong experience with accurate data entry
- Strong people management skills
- Experience working with a global team and/or global customer base is preferred
- A high standard of English

Skills and Attributes

- Meticulous attention to detail – demonstrates accuracy and thoroughness, organized, monitors own work to ensure quality
- Excellent verbal and written communication skills
- Excellent planning, time management, and organizational skills
- Ability to work in a fast paced, team environment with rapidly changing priorities in a dynamic and unpredictable context
- Independent problem-solving ability
- Customer-oriented, positive attitude
- Must be able to work as part of a remote team as well as independently
- Demonstrates Humentum’s values of positive collaboration, openness, mutual support and learning to make a difference in our organization and our work

JOB RELATED INFORMATION

This role is home based and part of a wider global team who all work remotely, you will need to work independently and as well as part of the team to achieve team-based targets.

Application Instructions

Please send a CV and letter of motivation to careers@humentum.org.

Equal Opportunities Statement

Humentum is an equal opportunity, affirmative action employer.