



TITLE: Conference Lead

REPORTS TO: Conference Director

JOB SUMMARY:

The Merchant Advisory Group seeks a Conference Lead to provide assistance in planning MAG Tech Forum conferences, held twice per year, MAG webinars and meetings for merchant payment professionals. The Lead will leverage their knowledge of conference and event planning to provide support to MAG Staff and the Engagement Committee who are responsible for the MAG's member engagement, growth, webinar and overall conference initiatives. The Conference Lead will possess exceptional skills in the following areas: professionalism, presence, clear, concise, comprehensive and articulate communication, exceptional customer service, relationship management, time management, attention to detail, pro-active follow through, prioritization, conference logistics & planning and management of multiple projects simultaneously. Prior experience with a membership association and sponsor support is a plus.

DUTIES AND RESPONSIBILITIES:

- Provide support specific to Tech Forum conferences and all MAG webinars to the MAG Engagement Committee or other Committees including any content preparation, review of meeting minutes for accuracy, follow up on any conference related action items (document and follow through to closure), and distribution of information as applicable.
- Lead planning, execution, and overall project management for the MAG webinar schedule including scheduling and executing content planning meetings with MAG Staff, webinar speakers, and live day webinar event support/execution using GoToWebinar or other tool as decided.
- Conduct outreach to procure Tech Forum speakers as determined by the Tech Exec Board or MAG Staff and webinar speakers as determined by MAG Staff.
- Manage Tech Forum and webinar speaker process to ensure speaker preparedness and timelines are met. This includes speaker confirmations, scheduling and managing speaker alignment, content, and logistics planning meetings, and ensuring speaker registration, agreements, bios, headshots, and presentation decks are collected in a timely manner and in alignment with MAG design requirements and branding guidelines.
- Assist with communication to prospective Tech Forum members and prospective sponsors and other guests related to Tech Forum conference matters and overall webinar needs.
- Track progress of Tech Forum and webinar speaker and guest requirements and follow up to ensure completion including prospective member NDA's and speaker agreements as needed.
- Provide overall support to Tech Forum and webinar speakers and their staff as well as guest inquiries.
- Collaborate with Staff to ensure timely delivery of Tech Forum conference and webinar content required for marketing collateral.
- Assist with PowerPoints for the Tech Forum conferences and webinars. This includes receipt of speaker PowerPoints and preparing internal PowerPoints. Excellent pro-active follow up skills required.
- Coordinate with Staff on Tech Forum AV and space logistics (physical) or speaker logistics (physical/virtual) to ensure accurate preparation for and communication to both speakers and Staff.
- Provide backup support to Annual Conference MAG Staff as necessary.

- Manage additional tasks and projects prior to and following conferences.
- Support MAG Staff in coordination of meetings and programs they manage for the Tech Forum conference (SIGS, etc.)
- Support MAG leadership on Tech Forum conference and webinar related project management efforts including providing conference/webinar details as it relates to strategic planning.
- Attend monthly board meetings held via conference call as well as three in-person board meetings to support Staff with notes, planning, and logistics.

POSITION REQUIREMENTS

- 2 to 4 years of experience in conference, webinar, or general event planning or project management is required
- Associate's or Bachelor's Degree preferred
- Excellent skills with Microsoft Office Suite, including Word, Excel, PowerPoint
- Basic competency in the GoToWebinar tool or other similar webinar hosting technology
- Basic competency with collaboration tools such as Zoom, Monday.com, Dropbox, and Microsoft Teams
- Ability to manage and deliver on tight deadlines
- Exceptional verbal and written communication skills
- Attention to details and pro-active follow through is required
- Handles ambiguity well
- Self-starter and strong prioritization skills
- Exceptional Customer Service
- Strong collaborator
- Experience with the payments industry a plus
- Occasional travel is required for MAG conferences and other meetings

JOB TYPE – Full-Time

LOCATION – Remote

APPLICATION

All interested candidates should send resume and salary requirements to MAG Conference Director, [Andrea Rouse](#)

ABOUT THE MAG

The Merchant Advisory Group (MAG) was founded in 2008 by a small visionary group of merchants in the payments field dedicated to driving positive change in payments through multi-stakeholder collaboration. The MAG represents 165 of the largest U.S. merchants which account for over \$4.8 Trillion in annual sales at over 580,000 locations across the U.S. and online. Roughly \$3.5 Trillion of those sales and over 100 Billion card payments are electronic which represents approximately 62%* of total U.S. card volume. MAG members employ over 14 million associates.

**Source of Total U.S. card volumes: Federal Reserve Payments Study 2019*