**Type:** Full Time

**Level:** Entry

**Position:** Program Coordinator

**Department:** Group Travel Operations

*\*Cover letter required to be considered for this position.\**

**Company Description**

HMI Performance Incentives is a leading full-service performance improvement company located in Metro Boston. For 37 years HMI has focused on providing exceptional business solutions by executing channel loyalty, sales incentives, employee engagement, and group travel strategies. HMI’s customized approach includes a comprehensive and robust solutions platform, data driven reporting and analytics, creative communications campaigns, and personalized program management to help companies drive engagement, increase sales, and generate profit. Founded in 1980, HMI continues to expand its global presence, offering tactical performance incentive solutions in over 80 countries worldwide.

**Position Description/Responsibilities**

This position will report to the Manager of Group Travel Operations. Ideal new hire will energetically take on tasks while gaining experience and expertise to eventually assume responsibilities in program management. Exciting growth opportunities available in the Group Travel Department for the right candidate.

Responsibilities include website creation and layout of registration pages for on-line registration programs, database and mobile app management, administrative and operational support to Program Managers. This position is perfect for someone who is logistically minded and has acute attention to detail, but who also craves creativity in their work. While you will take full ownership of your role, an ability to collaborate with a team (marketing department, program managers, air agents, hotels, vendors, client contact, etc.) is essential.

**General Responsibilities:**

* Creation and layout of website and registration pages using CVENT
* Design of e-mails including invitations and distributing registration links to participants
* Attendee and client support via telephone and e-mail
* Overseeing registration: managing hotel inventory block, managing pre-trip activity sign ups
* Managing changes and updates to the database including quality control of data entered by participants
* Running reports: rooming lists, air manifests, etc.
* Program manager support:
  + Preparation of shipping labels, stuffing and mailing of pre-departure packets
  + Quality control of participant lists for name badges, rooming lists, etc.
  + Preparation of departure notices, labels, etc. for on-site staff
  + Credit card processing of extension participants

**Preferred Qualifications:**

* Technologically proficient: desire to expand your knowledge and incorporate it into your day to day work
* Proficient in Microsoft Office
* Communication, organization, and time management skills – ability to manage multiple projects at one time
* Interest in event management and passionate about travel, hospitality industry
* Professionalism both in behavior and appearance, ability to interface with people of all backgrounds
* Prior knowledge of CVENT and/or creation of mobile apps
* Prior knowledge of HTML not required, but a plus
* Prior knowledge of design and familiarity with Adobe Creative Suite (InDesign, Photoshop, Illustrator) a plus

**Required Education:**

* Bachelor's degree

**Application Questions**

You have requested that Indeed ask candidates the following questions:

* Have you completed the following level of education: Bachelor's?
* Are you authorized to work in the following country: United States?
* Are you willing to undergo a background check?

Please email resume and cover letter to:

humanresources@hmiaward.com