



**Heart
of Football**

Position Description:

Event Registration & Accommodation Coordinator

EVENT REGISTRATION AND ACCOMMODATION COORDINATOR

Reporting to: Event Registration and Accommodation Officer

ABOUT ECA

ECA is the sole independent body directly representing football clubs at European and International levels. With a current membership base of more than 660 professional football clubs from across the continent, ECA is the representative voice of European clubs on the international football landscape.

Working closely with football's governing bodies, competition organizers and other professional stakeholders, ECA's core purpose is to place clubs at the 'Heart of Football'. ECA is continually strengthening its administration to ensure it enhances the value of its activities and services for Member clubs.

POSITION MISSION

ECA's flagship event is its annual General Assembly.

This year's event, which will be held in Athens (8th to 10th October 2024) will be the biggest in ECA's history, with Member clubs, former players & coaches, and high-profile VIPs amongst the expected 650 attendees.

We know that teamwork is key to on-the-field success and the same applies to event delivery. To help us deliver our biggest and best General Assembly, we are looking for temporary support.

The European Club Association (ECA) is seeking a highly organized and proactive **Event Registration and Accommodation Coordinator** to join our events team and help us successfully deliver our 31st ECA General Assembly.

This is a temporary mission aimed at providing support in managing registration and accommodation queries and ensuring the smooth delivery of operations during the event.

CONTRACT TYPE

Temporary

CONTRACT DURATION

Mid-July to mid-October

WORK SCHEDULE

- Mid-July to end of August: 70%
- Start of September to mid-October: 100%

WORKPLACE LOCATION

- ECA's offices in Nyon, Switzerland.
- Between 4th and 11th October, the role will be based in Athens, Greece

CORE RESPONSIBILITIES

- Assisting with registration and accommodation queries:
 - Respond promptly and professionally to all registration and accommodation queries and support ECA Members via email and telephone.
 - Provide efficient support to ECA Events team in addressing enquiries in a timely manner.
- Registration reports and statistics :
 - Create and maintain accurate registration reports and statistics.
 - Maintain data integrity by conducting regular checks, update the MRM system (when necessary) and provide regular updates to ECA Events team.
- Hotel coordination:
 - Assist with hotel room releases (if applicable), rooming lists, and any other queries regarding additional rooms or modifications.
 - Coordinate closely with accommodation providers to ensure seamless arrangements for attendees and ensure operating procedures are respected.
- Event software:
 - Update the Azavista registration platform, as necessary.
 - Assist in the creation and distribution of mailings related to registration.
- On-site preparation:
 - Support in the preparation for onsite activities, including badge creation, host / hostess briefings, and material preparation.
 - Ensure all necessary materials are organized and ready for the event.
- On-site management:
 - Oversee all on-site guest registration operations, including managing a small team, delivering staff training and daily briefings, and ensuring timely distribution of accreditation passes.
 - Manage all onsite accommodation and/or registration queries efficiently.

QUALIFICATIONS, SKILLS, AND EXPERIENCE

- Previous experience in event coordination, registration management, or related fields is highly desirable.
- Excellent communication and people skills.
- Strong organizational and time-management abilities.
- Proficiency in using registration platforms and databases (experience with Azavista event software system is a plus).
- Ability to work effectively under pressure and in a challenging environment.
- Positive attitude with high levels of customer service
- Strong attention to detail and a proactive approach to problem-solving.
- Flexibility to adapt to changing priorities and requirements.
- Fluent in English language (ability to also speak Greek would be an advantage)

If you would like to be at the heart of football and help us deliver European football's biggest club conference, we want to hear from you.

Please send your CV and a covering letter stating which role you are applying for to jobs@ecaeurope.com.

Please use "**Event Registration and Accommodation Coordinator**" as the subject heading of your email. Please note that only candidates fulfilling the required skills and experience will be contacted

We look forward to hearing from you.