INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

Registration and Database Manager Position Announcement

The Institute for Patient- and Family-Centered Care (IPFCC) (www.ipfcc.org) is seeking a part-time (14-16 hours per week) Registration and Database Manager. This individual will support organizational operations by providing event management, database, administrative, and communication support. Specific responsibilities include:

- Set up and manage conference abstract management system for IPFCC conferences
- Develop event registration websites and manage registration for IPFCC events, which may include running registration reports, creating badges, setting up discount codes, and reconciling payments
- Oversee and provide onsite registration support for in-person events
- Maintain and improve Salesforce database
- Manage online store/e-commerce website
- Provide ad hoc administrative support which may include checking various organization email inboxes and participating in weekly staff meetings

Requirements
- Experience with Salesforce, Cvent or a similar event management system, and conference abstract management software (e.g., OpenWater, Catalyst)
- Expertise with Mac/PC operating systems, Microsoft Office Suite (Word/Excel/PowerPoint), Adobe Acrobat
- Technologically skilled, with the ability to quickly master computer programs and resolve technical issues
- Quick learner with a problem-solving attitude and willingness to explore solutions to event and business challenges

Additional Skills
- Experience with professional use of social media platforms
- Experience with online store/e-commerce website

Professional Qualities
- Sound judgment, excellent interpersonal skills, strong initiative, and highly motivated
- Strong organizational skills, attention to detail, and ability to prioritize tasks while meeting deadlines
- A team player, committed to working in a positive, flexible, and collaborative manner, yet able to work independently with minimal supervision
- A willingness to learn new skills
- Exemplary customer service skills
- Understands and shares a commitment to IPFCC's organizational mission

Position Structure
- This is a remote position. IPFCC's headquarters is located in Bethesda, MD, but many staff work remotely.
- This is a part-time position (14-16 hours per week) with flexible weekday scheduling. It is preferred that there is a consistent weekly work schedule, with most hours occurring on weekdays between 9am-6pm ET.
- This position requires occasional travel for IPFCC conferences and seminars, which are held 1-2 times per year, for approximately 3-5 days per trip.
- This position reports to and is supervised by the Director for Special Projects and Educational Programs.

About IPFCC

IPFCC is a non-profit organization that provides leadership to advance the understanding and practice of patient- and family-centered care. By promoting collaborative, empowering relationships among patients, families, and health care professionals, IPFCC facilitates patient- and family-centered change in health care settings. The work environment is one of collaboration, high energy, and mutual support. The atmosphere is collegial, and requires responsiveness and high quality in all activities. Each staff member is expected to be a team player, self-motivated, and committed to respectful, honest, and open communication.

How to Apply

Please send resume, cover letter, and salary requirements to hr@ipfcc.org with the subject line: *Registration and Database Manager Application*.

No phone calls and no agencies.