



## **Job Description**

**Job Title:** Volunteer Event Specialist

**Department:** Human Services/Non-profit

**Reports To:** Director

**Location:** Remote/Hybrid (Temporarily)

**Prepared By:** Human Resources

## **Company Overview:**

Divine Services & Foundations, Inc. (DSF, Inc.) is a faith-based non-profit organization designed to provide case management services to the local community (Maryland and Washington, D.C.) Surrounding Domestic Violence, Mental Health, Mental Awareness, Conflict Resolution and Enrichment Programs. Divine Services & Foundations, Inc., was founded in Fort Washington, Maryland in 2022. DSF, Inc. is embarking on an ambitious plan to raise significant endowment, capital, and program funds to build the organizations immediate impact and strengthen its long-term sustainability.

DSF, Inc. is driven to provide prestigious services by the following core values:

- Spiritual Development
- Integrity
- Hospitality
- The Love of People
- Healing & Positive Transformation
- Serving others
- Unity
- Enriching Lives

For more information about Divine Services & Foundations, Inc., please visit our website at: [www.dsfinc.org](http://www.dsfinc.org)

**Summary:**

Working with a fast-paced development team, the Event Specialist will be responsible for the day-to-day operational implementation, oversight, and development of DSF, Inc.'s signature events in awareness, fundraising, education and training. The role of the Event Specialist is to develop and produce high quality, impactful events that use the power of convening to drive programmatic outcomes, further visibility for our executives, programs, and talent, and build donor loyalty and philanthropic support. The Event Marketing and Registration Specialist, Signature Events is accountable for spearheading all facets of the attendee registration experience for our Signature Events, bringing our community together for multi-day experiences. The Specialist will collaborate across multiple departments to build complex registration websites and registration forms, generating and compiling invitation and RSVP lists, creating comprehensive data reporting, and coordinating attendee management while providing first-class customer service to stakeholders and attendees pre-event and on site. The Specialist should have a deep understanding of how data can enhance a guest's experience and provide analytics that help the team elevate future experiences of our attendees.

**Essential Duties and Responsibilities:**

- Act as primary administrator for all of DSF, Inc's events.
- Responsible for working with advancement Operations and other teams to compile invitation lists for events
- Build and maintain simple to complex registration sites and deploy invitations. Complex sites could include 20+ registration types, and complex session builds
- Independently build and generate invitations, follow up emails, RSVP lists and event metric reports based on individual event needs to share with internal partners and hosts
- Work with the team to build and deploy post event surveys and other metrics that provide relevant insights for future projects
- Manage onsite registration stations, overseeing staff and attendee experience
- Manage the name badge printing process and oversee help desk experience
- Explore new technologies and industry best practices to implement that will improve the team's registration processes, engagement tactics and onsite experience for guests at events.
- Provide all guests with clear communication from confirmation and plan-your-visit emails
- Provide personalized travel and event itineraries for event attendees as needed
- Communicate directly with attendees to answer questions and address special needs.
- Quality communications that drive attendee engagement and satisfaction
- Regularly and clearly communicate agreed upon planning updates and attendee data
- Distribute regular reports internally to major stakeholders about progress against goals
- Work enthusiastically and collaboratively with colleagues to ensure the strategic goals of each event and the Society are met
- Other duties as assigned

**Requirements:**

- A minimum of 3 years event marketing experience. Experience working in event platforms required.
- Business writing and marketing experience
- Strong attention to detail and organizational skills with excellent follow through
- Ability to work independently and as part of a team

- Proactive, self-starter and active problem solver

**Qualifications:**

- Quality communications that drive attendee engagement and satisfaction
- Regularly and clearly communicate agreed upon planning updates and attendee data
- Distribute regular reports internally to major stakeholders about progress against goals
- Work enthusiastically and collaboratively with colleagues to ensure the strategic goals of each event and the Society are met
- Strong problem-solving skills
- Commitment to DSF, Inc.'s Core Values: Spiritual Development, Healing & Positive Transformation, Integrity, Serving People, Hospitality, Unity, The Love of People and Enriching Lives
- Completion of a criminal background check is required