



www.twc-detroit.org

# Registration Chairperson

## Position Description

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<b>Type of Position</b>	Committee	<b>Commitment Length</b>	1 Year
<b>Continuous Recovery</b>	1 Year	<b>Time Commitment</b>	High

### Role of the Webmaster Chairperson

The Registration Chairperson is responsible for the entire organization and administration of the registration process. This includes maintaining the current TWC past attendee contact list and documenting each registration as it is received by mail or on-line. These duties continue through Friday night and Saturday morning of the conference weekend when the Registration volunteers collect money from “day of” registrants and give every attendee a conference registration packet.

### Essential Functions

- Maintain an updated attendee contact list going back 5 years.
- Inventory and purchase specific supplies necessary to facilitate registration process.
- Create mailing labels for event postcards and newsletters.
- Log each registration as it comes in to tabulate accurate numbers.
- Provide point in time registration numbers for each meeting starting in January.
- Purchase items, as needed, and be reimbursed monthly.

### Talents Needed for Success

- Advanced computer skills required.
- Advanced knowledge of Microsoft Excel and Word.
- Ability to interface with Paypal to obtain registration information.
- Advanced project management skills.
- Ability to work within a budget.

### TWC Purpose (taken from the TWC bylaws)

The purpose for which the corporation is organized is solely for charitable and educational purposes as described in Section 501 (c) (3) of the Internal Revenue Code of 1954 (as amended or corresponding provisions of any future United States Internal Revenue Code), especially relating to the education of gay, lesbian, bisexual, transgender and allied communities on substance abuse issues.



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#### **Discrimination policy (taken from TWC bylaws, Article VI – Public Policy)**

This corporation, in its dealing with clients, applications, employees and organizations will in no way discriminate against any individual or group of individuals because of race, creed, color, sex, sexual orientation, gender identity or expression, disability, religion, national origin, age, height, weight, veteran status, marital status or political affiliation.



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The Registration Chairperson is responsible for the entire organization and administration of the registration process. This includes maintaining the current TWC past attendee contact list and documenting each registration as it is received by mail or on-line. These duties continue through Friday night and Saturday morning of the conference weekend when the Registration volunteers collect money from “day of” registrants, check-in all attendees and give every attendee a conference registration packet.

Timing	Task / Item
<p><b>Every Meeting</b></p>	<ul style="list-style-type: none"> <li>• Attend every Committee meeting to keep in touch with the conference theme as it evolves.</li> <li>• Update group on key planning activities as they occur.</li> <li>• Update group on registration numbers starting in January.</li> <li>• Let the group know of any needs you may have as you approach the conference.</li> </ul>

Timing	Task / Item
<p><b>Ongoing</b></p>	<ul style="list-style-type: none"> <li>• Master Registration / Mailing List spreadsheet:               <ul style="list-style-type: none"> <li>○ Maintain updates to mailing list throughout the year; mailing addresses and e-mail addresses.</li> <li>○ Updates come from website, e-mail, post-office box, fundraising events, change of address from mailings, etc.</li> <li>○ Master Registration / Mailing List is a Microsoft Excel spreadsheet.</li> </ul> </li> </ul>
<p><b>For August and December Meetings</b></p>	<ul style="list-style-type: none"> <li>• Create labels for Event Postcards (August) and Newsletters (December):               <ul style="list-style-type: none"> <li>○ Prepare mailing labels for people that attended any of our last 5 conference years.</li> <li>○ Print labels based on in-put from Board contact.</li> <li>○ Bring labels to meeting.</li> <li>○ Approximately 500 labels are printed for each mailing</li> <li>○ Use 1” x 2 5/8” labels (Avery 5160).</li> <li>○ Use Microsoft Word and perform a Mail Merge with the Excel Master Registration / Mailing List.</li> </ul> </li> </ul>
<p><b>For December Meeting</b></p>	<ul style="list-style-type: none"> <li>• Work with Desktop Publishing Chairperson to create registration form.</li> <li>• Often times, the Board will want to change a process that could effect registration in a way that they did not consider.</li> </ul>



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<p><b>December through March</b></p> <p>Pre-Conference Registration</p>	<p>Receive registration forms: Online registration or hard copy in regular mail; Coordinate with Treasurer to deliver funds on a regular basis:</p> <ul style="list-style-type: none"> <li>• Online Registration               <ul style="list-style-type: none"> <li>○ Monitor TWC Registration Mailbox.</li> <li>○ Sign-on to Paypal account.</li> <li>○ Open order details.</li> <li>○ Print registration form.</li> </ul> </li> <li>• Mail-In Registration               <ul style="list-style-type: none"> <li>○ Pick-up mail from post-office box.</li> <li>○ Verify information on check and on form.</li> <li>○ Staple envelop to form.</li> <li>○ Arrange to get checks to Treasurer.</li> </ul> </li> </ul> <p>Log registration information into Master Registration / Mailing List spreadsheet:</p> <ul style="list-style-type: none"> <li>• Check to see if person is already in the system.</li> <li>• Check contact information; update if necessary.</li> <li>• Create new record if needed.</li> <li>• Indicate if scholarship.</li> <li>• Indicate program affiliation.</li> <li>• Verify funds (record check number).</li> <li>• Enter entry date.</li> <li>• Record conference items purchased.</li> <li>• Record merchandise items purchased.</li> <li>• Record donations.</li> <li>• Indicate if Vegetarian meal (only for Saturday dinner); Write “VEG” at top of registration form.</li> <li>• On hard copy form in the upper right hand corner, indicate the person’s last name Initial (large letter). This is for filing hard copies.</li> <li>• Process confirmation letter (regular, scholarship, e-mail, mail, donation).               <ul style="list-style-type: none"> <li>○ Word Documents are customized and used for each; Regular Mail and E-mail; set of documents for each.                   <ul style="list-style-type: none"> <li>▪ Select correct letter: Regular, Regular with donations, Scholarship.</li> <li>▪ Send electronic registration confirmations via e-mail and Mail-in registration; documents are sent via regular mail.</li> <li>▪ Print letter, highlight items ordered, merchandise, donations, etc.; Print envelop, stuff and send.</li> </ul> </li> </ul> </li> </ul>



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<p><b>Prior to Packet Stuffing Meeting</b></p>	<p>Items needed for the meeting:</p> <ul style="list-style-type: none"> <li>• Inventory and purchase enough Mailing Envelopes to have approximately 100; Business Envelopes 4 1/8" x 9 1/2".</li> <li>• Inventory and purchase enough postage stamps to approximately 100.</li> <li>• Inventory and purchase enough Name Badges to have approximately 300; 3" x 4" Hanging Name Badges (Avery 74459).</li> <li>• Purchase extra name badge insert refills; Avery 5392.</li> <li>• Inventory and purchase enough Packet labels to have approximately 300; 2" x 4" labels (Avery 8163).</li> <li>• Inventory and purchase enough Merchandise Labels to have 50; 2" x 4" labels (Avery 8163).</li> <li>• Inventory and purchase enough Registration Packet Envelopes to have approximately 300; 6" x 9" (white) booklet envelopes.</li> <li>• Print name badges in color.</li> <li>• Print confirmation letters, envelopes, packet labels and mailing labels in black and white.</li> <li>• Inventory and purchase enough Event Ticket Envelopes to have approximately 300; 2 1/4" x 3 1/2".</li> <li>• Print Event Tickets: Banquet (dinner) – 250 needed; Dance – 300 needed; Brunch – 250 needed (all are approximate); templates are available and are printed on heavy paper stock; unique color for each.</li> </ul> <p>Processing before the meeting:</p> <ul style="list-style-type: none"> <li>• Print Name Tags; verify design with Board.               <ul style="list-style-type: none"> <li>○ Update the schedule for the back of the name tags.</li> <li>○ Print template on all name tags.</li> <li>○ In bulk, print name badges; Mail merge from Microsoft Word template with Microsoft Excel Registration / Mailing List.</li> </ul> </li> <li>• Print packet labels.</li> <li>• Print merchandise labels.</li> <li>• Arrange for the following items by other committee chairs.               <ul style="list-style-type: none"> <li>○ Conference programs, Evaluation forms and Meeting lists; <i>Desktop Publishing</i>.</li> <li>○ <b>Lanyards</b> (we use to use the elastic strings provided with the name badges, now someone needs to order the appropriate lanyards); <b>Magnets</b> announcing next years conference date; <b>Pens</b> printed for TWC; <i>Merchandising</i>.</li> <li>○ Miscellaneous information.</li> </ul> </li> </ul>



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<p><b>For Packet Stuffing Meeting</b></p>	<ul style="list-style-type: none"> <li>• Usually done by a group of volunteers one or two weeks before conference; location has been at chairperson’s house three hours scheduled on a Sunday from 12 to 3).</li> <li>• Stuff all gathered information for an expected attendance of 300 participants.</li> </ul>
<p><b>Conference Weekend</b></p>	<ul style="list-style-type: none"> <li>• Registration runs on Friday from 4:00 pm – 9:00 pm.</li> <li>• Registration runs on Saturday from 8:00 am – 9:00 am; may go to 10 or 11.</li> <li>• Check people in by indicating “y” in year field in Master Registration / Mailing List.</li> <li>• Keep registration forms to check contact information.</li> <li>• Walk-in registrants – complete half sheet registration form; no merchandise or early registration information; these are logged in during registration as time permits.</li> <li>• Need to get totals for the meals by Saturday morning so must keep a running tally.</li> <li>• Board will oversee procedure for those wishing to purchase meals past deadline.</li> <li>• Need to supply Chairs with statistics on attendance: How many, from where, scholarships, etc.</li> </ul>
<p><b>Following the Conference</b></p>	<ul style="list-style-type: none"> <li>• Send list of all e-mail addresses to Webmaster Chairperson for next year e-mailing list.</li> <li>• Save copy of Master Registration / Mailing spreadsheet for next year’s conference.</li> <li>• Clean up spreadsheet to remove all registration information from pervious year.</li> <li>• Add columns for next year.</li> </ul>