



# CON OF THRONES

JUNE 30 - JULY 2, 2017 · NASHVILLE

## HELPDESK COORDINATOR

Our Helpdesk Coordinators help answer every question our attendees have and filter communication from attendees into the right hands. You will have one of the broadest perspectives on our events and get to chat with members of every team as you pass on notes and ideas from attendees.

## RESPONSIBILITIES

- Check our contact@ inbox regularly and respond promptly and professionally to all inquiries
- Work with members of other teams to provide answers to and/or resolve concerns from attendees
- Identify any concerns which need to be elevated to supervisors and discuss courses of action
- Learn the ins and outs of our events very quickly in order to communicate information to attendees
- Use our protocols / guidelines to provide consistent communication with attendees
- Man the customer service desk on-site and coordinate registration volunteers