



International Conference Services Ltd.

## JOB ADVERTISEMENT

---

JOB TITLE: CONFERENCE MANAGER  
SHIFT: Monday - Friday, 8:00 a.m. - 5:00 p.m. (Flex-Time)  
LOCATION: #2101, 1177 West Hastings St., Vancouver, Canada  
REPORTS TO: President  
DATE: July 10

---

### SUMMARY:

The Conference manager is responsible for the overall profitability of the Conferences organized by him/herself. From the beginning of a project to final reporting, this position requires that total satisfaction of the client is provided as well as enhancing the professional image of International Conference Services (ICS). The Conference manager gives direction and implements all the standards and duties described in the ICS Policies & Procedures Manual and the Meeting Professional International Meeting Manager Manual.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Including the following (other duties may be assigned):

- Manages conferences efficiently, effectively and with total quality control.
- Keeps up-to-date daily on the status of all his/her conferences and meetings and client relationships.
- Reviews incoming mail, messages and faxes, e-mails - delegates and resolves issues.
- Plans, monitors and reports on budgets as well as status for each conference on a bi-weekly basis.
- Manage client relationships to enhance the image of ICS.
- Up-sells International Conference Services and related products to produce future business.
- Assists Conference Managers and Conference Coordinators with problem solving and conflict resolution when required.
- Assists in standardizing forms and procedures in the Conference Department, in consultation with the President.
- Writes proposals and responds to requests for proposals.
- Prepares timelines, critical path and monitors these activities throughout the duration of the project.
- Has full knowledge of complete duties pertaining to conference management as set out below:
  - Audio-Visual and Multi Media Management
  - Conference Sponsorship

- Exhibition Sales and Management
- Financial and Budget Management
- Full Logistical & Meeting Management
- Guest and Spousal Programs
- Housing and Accommodation
- Interpretation and Simultaneous Translation Services
- Marketing, Promotion and Media Relations
- On-line Abstract Management
- Pre and Post Conference tours
- Pre-conference, On-line and On-site registration
- Venue & Site Selection and Management
- Speaker Management
- Special Events, Opening/Closing/Awards Ceremonies
- Transportation Logistics
- Committee Consultation & Reporting

- Represents ICS at professional organizations, supplier's organizations.
- Negotiates contracts on behalf of clients with hotels, suppliers, etc.
- Monitors and approves expense reports for assigned project staff.
- Educates him/herself in industry technology advancements and recommends and implements changes when required.
- Maintains Conference Department database.
- Ensures quality control in all operations.

#### SUPERVISORY RESPONSIBILITIES:

The Conference manager is responsible for the overall direction, coordination, and evaluation of employees assigned underneath him/her. The Conference manager shall carry out supervisory responsibilities in accordance with ICS policies and applicable laws. Responsibilities include interviewing, training employees, planning, assigning, and directing work, evaluating performance, rewarding / disciplining employees, addressing complaints and resolving problems.

#### QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this job description are representative of the knowledge, continuous proactive skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION AND/OR EXPERIENCE:

Preference will be given to candidates holding a business administration certificate, diploma or post-secondary degree. 3-5 years of experience in the conference management field managing groups of 1,000+ delegates required.

#### LANGUAGE SKILLS:

The primary language in which business is to be conducted on behalf of ICS is English. Ability to read, analyze, and interpret general business materials, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, procedure manuals and proposals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. A second language would be an asset - particularly German, French and/or Spanish.

#### MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions. Ability to apply mathematical concepts to understand financial statements, budgets and cash flow. Familiarity with working with and submitting reports to an accounting department.

#### REASONING ABILITY:

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

#### OTHER SKILLS AND ABILITIES:

This position is suited to a self-motivated, professional person who can confidently work with a variety of people from different cultures and backgrounds. Diplomacy, tact and a sense of humour are important to the success of this person. This position requires a driver's license. This position requires periodic international travel.

#### COMPUTER SKILLS:

Excellent knowledge of a variety of software packages including EventsPro, Maximizer, Microsoft Office Suite, Adobe Creative Suite, etc. A willingness to learn new programs is a must as the position will require advanced training with our customized event management software.

#### APPLICATION PROCESS:

Qualified candidates are requested to address their application to the attention of:

Andrew Dergousoff  
Executive Assistant

International Conference Services, Ltd.  
2101 - 1177 West Hastings St.  
Vancouver, BC, Canada, V6E 2K3

P [+1] 604 681 2153  
F [+1] 604 681 1049  
[andrew@icsevents.com](mailto:andrew@icsevents.com)  
[www.icsevents.com](http://www.icsevents.com)