



International Conference Services Ltd.

JOB DESCRIPTION

JOB TITLE: Managing Director - Denver

SHIFT: Mon. - Friday, 8:00 a.m. - 5:00 p.m.
LOCATION: Suite 2101- 1177 West Hastings St.
REPORTS TO: President
DATE: November 2010

SUMMARY:

The Managing Director - Denver is responsible for the overall profitability of the business interests related to International Conference Services Ltd. (ICS) in Denver, Colorado. The Managing Director - Denver ensures efficiency, consistent standards, policies and procedures and oversees the daily operations of the ICS Denver subsidiary for maximum profitability and client satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES (OPERATIONS) (other duties may be assigned):

- Develops and installs procedures and controls to promote communication and adequate information flow (President, Conference Managers, Accounting Dept., etc.);
- Evaluates the results of individual projects regularly (using forecasts, job costing and profit and loss templates as tools) and reports these results to the President;
- Ensures the responsibilities, authorities, and accountability of all Denver-based employees are defined and understood;
- Ensures a positive atmosphere in the Denver office;
- Ensures staff expense out projects correctly to ensure overall profitability if ICS;
- Ensures staff produce proposals in order to properly and positively reflect the image of ICS;
- Ensures all organization activities and operations are carried out in compliance with required regulations and laws;
- Manages the financial and quality aspects of supplier's services; assists with key supplier negotiations;
- Provides the Accounting / Bookkeeper with required information in order to establish departmental budgets;
- Performs performance evaluations for staff reporting directly to the Managing Director;
- Manages and monitors staff holiday entitlements together with Human Resources;
- Advises staff of any changes to suppliers, products or project flow;
- Ensures quality control in all operations;
- Oversees the systems and procedures of the Denver Office; and
- Monitors company database & filing system.

ESSENTIAL DUTIES AND RESPONSIBILITIES (SALES) (other duties may be assigned):

- Independently and provides assistance in negotiating and administering contracts and sets up systems for monitoring contracts;
- Regularly maintains relationship with ICS clients;
- Maintains close relationship with ICS membership affiliations (locally & internationally) and hotels;
- Ensures constant research for future ICS business;
- In conjunction with the President and other members of ICS, identifies market opportunities through effective market research. In the process, researches and develops an understanding of the markets to which the Company is selling, the prime competitors, competitive pricing, and other factors that influence the buying decisions of targeted customer groups;
- Develops and recommends an annual business development strategy supported by a sales & marketing plan that outlines tactics (activities, timelines and budgets);
- Provides active leadership on service development based on information gathered through market research and customer feedback;
- In conjunction with the President forges strategic alliances where appropriate to support business development opportunities;
- In conjunction with the President develops and maintains appropriate systems to ensure the efficient utilization of the resources of the business;
- Builds, maintains, directs and leads an efficient and effective sales team; and
- Achieves adequate profit margins and sales targets as budgeted to maintain profitable department operations.

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 but not exhaustive of the knowledge, skills and other abilities required to perform this job effectively. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Priority Criteria:

- Experience - a track record of success as a member of a management team in a small to medium size business, combined with experience in sales and marketing planning and implementation;
- Strong business acumen - intelligent, with a bright enquiring mind; excellent analytical and complex problem solving skills;
- Strong sense of self - confident; honest and straightforward in dealing with others; a high level of personal integrity;
- Relates well to others - can easily establish relationships with customers, co-workers and suppliers; excellent people skills;
- Highly entrepreneurial - high energy; creative thinker; a self-starter and initiator; highly adaptable; resourceful, insight for proper direction;
- Strong project management skills - has excellent planning, organizational and administrative abilities;
- Consultative approach - adopts a style of decision-making that allows for input of others, considering the impact of decisions and keeping others informed;
- Delegation - delegates tasks or responsibilities providing adequate instruction and resources and managing the process;

- Developing people - places importance on developing others and uses a range of strategies to enhance peoples' performance;
- Empowering others - communicates trust and confidence in others, spurring them to exercise initiative and take responsibility. Coach others to become leaders;
- Leading others/motivates - uses appropriate interpersonal styles and methods to aspire and guide individuals or groups to goal achievement;
- Performance management - sets clear goals, and timelines, assigns responsibilities, measures performance and manages feedback to achieve quality and timely results;
- Tough-mindedness - stands firm when making a decision or carrying out action even when these are unpopular; and
- Visionary - creates a vision or direction for the team as part of the overall company vision which is compelling, challenging and inspires others to work towards it.

EDUCATION AND/OR EXPERIENCE:

A Bachelor of Business Administration or equivalent degree or certificate (Particularly related to Event Planning and / or Tourism Management) would be an asset. A reasonable combination of education and experience will be considered.

LANGUAGE SKILLS:

The ability to read, analyze, and interpret general business materials, professional journals, technical procedures, or governmental regulations. The ability to write reports, business correspondence, procedure manuals and proposals. The ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. The ability to speak other languages is necessary.

MATHEMATICAL SKILLS:

Ability to calculate and comprehend figures and amounts such as discounts, interest, commissions, job costing. Ability to apply mathematical concepts to financial statements, budgets and cash flow.

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. Must show a strong ability in managing political & sensitive organizations or individuals.

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. The ability to speak, read or write French or German would be an asset.

COMPUTER SKILLS:

Excellent knowledge of a variety of software packages including Maximizer (or equivalent CRM software), Microsoft Office (Word, Excel, PowerPoint, Access) are a must. Typing skills of at least 60 words per minute are expected.