



JOB ADVERTISEMENT

JOB TITLE: INTERNATIONAL CONFERENCE MANAGER

LOCATION: 300 - 1201 West Pender St.

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REPORTS TO: Director of Operations

TERM: Full-time, permanent

OF POSITIONS 2

NOC: 1226

SUMMARY:

The Conference Manager is responsible for the overall profitability of the Conferences. 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 Ltd. The Conference Manager gives direction and implements all ICS company standards and required duties.

International Conference Services is an International Professional Congress Organizer based in Vancouver with branch offices in Toronto, Denver, Vienna, London and Barcelona.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include 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 of their conferences and meetings and client relationships.
- Reviews incoming mail, messages and faxes, e-mails 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 International Conference Services Ltd.
- Up-sells International Conference Services and related products to produce future business.
- Assists in standardizing forms and procedures in the Conference Department, in consultation with the Conference Director.
- Writes proposals and responds to requests for proposals.
- Prepares timelines, critical path and monitors these activities throughout the duration of the project.
- Prepares and maintains the budget and all financial procedures.
- 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
 - Online Abstract Management
 - Pre and Post Conference tours
 - Pre-conference, online and onsite registration
 - Site Selection
 - Speaker Management
 - Special Events, Opening/Closing/Awards Ceremonies
 - Transportation
- Represents International Conference Services Ltd. at professional organizations, supplier's organizations.



- Negotiates contracts on behalf of clients with hotels, suppliers, etc.
- Monitors and approves expense reports for on-site staff.
- Educates themselves in computer registration systems and recommends and implements changes when required.
- Ensures quality control in all operations.
- Oversees and provides guidance to the conference/project team.

QUALIFICATION REQUIREMENTS:

Absolute requirements:

- Candidate's ability to perform each of the duties outlined in the job description satisfactorily
- A diploma or degree in marketing, business administration or similar (Adjustments will be made for candidates with solid relevant work experience)
- A minimum of 3 years' experience in organizing Association conferences with 1,000+ delegates
- Experience in creating and managing conference/events budgets of a value exceeding 500,000 CAD
- Ability to work well with clients and respond to inquiries and requests in a timely and professional manner. Ability to work with clients of different cultures and with different expectations. Ability to address client's ideas, suggestions and concerns and implement whenever possible
- Diplomacy, tact, exceptional communication skills and customer service.
- Solid knowledge of MS Office Programs
- Ability to travel internationally



Assets for successful application

- Experience working internationally (in and with different cultures)
- As our company works around the world, with branch offices in 5 countries, a second language (preferably French, Spanish or German) is a true asset but not a requirement
- Experience with medical conferences/CME programs

ICS CORE VALUES:

At ICS, we take pride in our company's mission to 'Connect people to help facilitate change in the world'. Below are a set of our core values that we believe are the key to building a foundation for a unified team and superior conferences.

1. We take pride in our people and work; and are committed to the company's success.
2. We trust, support and empower each other in order to be accountable to each member of the team.
3. We are committed to honest but constructive dialogue with all stakeholders.
4. We have the ability to work independently within an evolving framework.
5. We are passionate about providing exceptional service and solutions to our clients.