



Are we looking for you? Or are you looking for us? We are looking for...

The Position – Senior Conference Manager - Toronto

Toronto Branch Office

240 Richmond Street W
Suite 4-145
Toronto, ON, Canada
M5V 1V6
email: careers@icsevents.com
www.icsevents.com

The Office Culture

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

We are professional and preppy dressers. We work in a fun and engaging environment where you are not always tied to your desk. Grab your laptop and work from the stand up bar or grab a bean bag chair with your latte and get comfy. We gather for and participate in daily huddles, team building entertainment, themed potlucks, and out of office activities including yearly retreats. It's "*the office*" re-imagined. Become one of us because we are "connecting people to facilitate change in the world."

Summary

The Senior 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 Conference Organizer based in Vancouver with branch offices in Toronto, Denver, Vienna, London and Barcelona.

Responsibilities

- 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, emails and resolves issues
- Plans, monitors and reports on budgets as well as status for each conference on a bi-weekly basis
- Manages 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 response 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 and 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 budgets/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 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

What's next?

Please send your resume and cover letter to careers@icsevents.com.

