



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

## **The Position – Conference Manager – Toronto, Tokyo**

### **The HQ Office**

International Conference Services Ltd.

300 – 1201 West Pender Street

Vancouver, BC V6E 2V2

Phone: +1 604 681 2153

email: [careers@icsevents.com](mailto:careers@icsevents.com)

[www.icsevents.com](http://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 Conference Manager is responsible for the overall profitability of the Conferences which they organize. 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. The Conference Manager gives direction and implements all ICS company standards and required duties.

### **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 International Conference Services Ltd.
- Up-sells International Conference Services and related products to produce future business.
- Assist Conference Coordinator with problem solving and conflict resolution when required.
- 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
- On-line Abstract Management
- Pre and Post Conference tours
- Pre-conference, On-line and On-site 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 him/herself in computer registration systems and recommends and implements changes when required.
- Ensures quality control in all operations.

### Supervisory Responsibilities (Assists in):

Is responsible for the overall direction, coordination, and evaluation of these units. Carries 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.

### What's next?

Please send your resume and cover letter to [careers@icsevents.com](mailto:careers@icsevents.com).

