



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

The Position

Experienced Conference Manager – Key Account Manager

Location

North America

The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 40 years that works with national and international associations, corporations, and high-level individuals to host meetings, events & tradeshows.

The 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 work in a fun and engaging environment. Become one of us because we are "connecting people to facilitate change in the world."

Summary

We have an exciting opportunity available for an experienced Conference & Key Account Manager to assist in the management & execution of several conferences for one of our key clients. From the beginning of each project to the final reporting, this position requires that total satisfaction of the client is provided and that consistency for all of the client's conferences is guaranteed even when working with different internal teams. This position requires a high degree of client management skills, including a committed interest in understanding our client's unique needs and tailoring our solutions to meet them. Because this position is responsible for one of our key clients, the incumbent will have the opportunity to interact often with our senior leadership team, including our COO.

Responsibilities

- Ascertains client needs, goals and services required
- Manages conferences efficiently, effectively and with total quality control based on client's needs and ICS' standards
- Manages site selection, RFP creation and management, site inspections, and analytical recaps
- Develops, manages and oversees conference budgets, reconciliation, and conference income and expenses
- Sets and develops timelines, conference management task lists, and divisions of duties within the conference team
- Manages and oversees logistics, operations, schedules, and production coordination
- Oversees overall project execution, performance, and profitability
- Oversees, manages, and provides guidance to the conference/project team and as such requires full knowledge of complete duties pertaining to conference management as set out below:

- Financial and Budget Management
- Full Logistical & Meeting Management
- Audio-Visual and Multi Media Management
- Conference Sponsorship Sales and Management
- Exhibition Sales and Management
- Compliance and CME Management
- Interpretation and Simultaneous Translation Services
- Marketing, Promotion and Media Relations
- Online Abstract, Speaker and Program Management
- Pre-Conference, Online and Onsite Registration
- Housing Management
- Site Selection
- Special Events, Opening/Closing/Awards Ceremonies Production
- Pre and Post Conference Tours
- Guest and Spousal Programs
- Transportation
- Risk Assessment and Management

Skills & Attributes

Education & Competencies (MUST – please do not apply if you do not fulfil all of the below criteria):

- A diploma or degree in event management, business administration or similar
- A minimum of 5 years' experience in organizing conferences with 1.000+ delegates internationally and scientific/medical meetings/CME programs in particular
- Experience in creating and managing conference budgets of a value exceeding 1,000,000 CAD
- Proven track record to work well with international clients of different cultures and different expectations
- Ability to address client's ideas, suggestions and concerns and implement whenever possible
- Diplomacy, tact, exceptional communication skills and customer service
- Extensive knowledge of MS Office Programs
- Ability to travel internationally and work flexible hours

Additional Skills - Experience with the following is preferred:

- A second language (preferably French, Spanish, Japanese or German) is a true asset but not a requirement

What's next?

- To apply for the position, please email a **Cover Letter and Resume** and a detailed list of projects that you have worked on over the last five years with location, number of delegates and your involvement and anything else that will impress us to careers@icsevents.com.

