



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

We are Recruiting! – Conference and Key Account Senior Manager

Location

ICS employees work in a predominantly remote work environment.

The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 45 years that works with national and international associations, and organizations, to host conferences, events & tradeshows. Our work is very purposeful - we are truly “connecting people to facilitate change in the world.” With over 80 staff working remotely across North America, Europe, and Asia, we are truly an international team, and we leverage the strengths that our diversity brings.

The Culture

ICS operates in a true “team” environment - trust, support, and empowerment of each other are very important to our culture. We know that we work better as a team, and we regularly celebrate our collective accomplishments. We pride ourselves on being innovative, solution-oriented and are able to think outside the box, which keeps us all learning and growing as professionals together. We care deeply about creating exceptional experiences for our clients and pride ourselves in our many long-term relationships we have cultivated.

Summary

International Conference Services is looking for an experienced Senior Conference & Key Account Manager to assist in the management and 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.

Responsibilities

- Determines 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 Multimedia 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):

- Degree or Diploma in Event Management, Business Administration, or a similar field
- A minimum of 5 years' experience in organizing conferences with 1,000+ delegates internationally, and scientific/medical meetings/CME (Continuing Medical Education) programs in particular
- Experience in assisting the client with educational program development
- Understanding of overall invited speaker and abstract submission processes including CME (Continuing Medical Education) regulations and implications
- 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.

