



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

We are Recruiting! – Manager, Housing & Registration

Location

ICS employees work in a predominantly remote work environment, but from time to time, this position may be required to attend our Vancouver, British Columbia, office.

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 & tradeshow. 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 collectively accomplishment. We pride ourselves on being innovative, solutions-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.

Role Overview

Registration Responsibilities

- Work closely with the Project Manager to confirm registration rates and cut-off dates.
- Design and set-up online registration sites in necessary software in consultation with the systems team
- Receive and process all delegate registrations (including exhibitors & sponsors, speakers, committee, etc.)
- Report the status of pre-registration monthly/bi-monthly to Project Manager and Committee.
- Prepare and send invoices upon request
- Update conference websites and registration sites to ensure current information is displayed.
- Train onsite registration team for both virtual and in person conferences
- Prepare onsite registration kits including: Print name badges, tickets, vouchers, participation records
- Prepare virtual live day delegate communication channels in conjunction with conference team.
- Create and send post conference evaluation and certificates of attendance
- Arrange for and set-up all onsite registration equipment and supplies
- Process refunds of registration fees
- Maintain continuous communication with delegates as well as hotel contacts

- Provide a conference registration summary report and recommendations for improvements at the end of each meeting
- Other duties as assigned

Housing Responsibilities

- Negotiate and contract room blocks for city-wide events as well as one property events
- Advise on necessary room block adjustments and take appropriate action
- Manage room blocks and work closely with hotel contacts
- Review the history of an event to ensure the correct room blocks are booked
- Understanding of attrition and how to protect a conference/event against this financial risk
- Setting up housing booking sites
- Provide rooming lists to hotels
- Reconcile master account upon completion of the event

Knowledge, Skills & Experience

The successful candidate will need to possess the following knowledge, skills & experience:

- Degree or Diploma in a relevant field (Such as Hospitality Management)
- 1-2 years of experience in the conference and events industry (Particularly in events registration)
- 1-2 years of experience in the hospitality/hotel industry
- Technologically savvy, and comfortable with learning new technology (Experience with EventsAir a definite asset)
- Professional verbal and written communication skills
- Focused on providing exceptional customer service
- Organized, detail-oriented, and articulate

What's next?

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