



We are Recruiting! – Key Account Senior Conference Manager

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 “connecting people to facilitate change in the world.”

Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers. Remote work is an important part of our business strategy. There is an opportunity to work from our Vancouver, BC office.

The Culture

With over 80 staff working remotely across North America, Europe, and Asia, we are a diverse international team, and we leverage the strengths that our diversity brings. Everything at ICS is accomplished through the unit of “team” and teamwork is incredibly important to us - trust, support, and empowerment of other team members are defining aspects of our culture. We take pride in what we accomplish as a team, and we regularly celebrate each other as individuals and collectively. ICS is a great fit for people who are results-oriented self-starters, who are energized by a fast-pace of work and who would describe themselves as innovative, solution-oriented and able to think outside of the box.

Role Overview

International Conference Services is looking for an experienced Key Account Senior Conference 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.

Key Tasks & Duties

- 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

Education, Experience & Skills Required

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

The Benefits of Working at ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone
- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year

- An excellent benefits package including Extended Health Coverage, Dental and access to our EFP is provided after 3 months
- Fun in-person employee get togethers each year
- ICS prides itself in providing career development opportunities

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.