



We are Recruiting! – Conference Operations 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, and tradeshows. Our work is very purposeful, and we are truly “connecting people to facilitate change in the world.” With over 80 staff members working remotely across North America, Europe, and Asia, we are truly an international team, and we leverage the strengths that our diversity brings.

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 and will not change post-COVID.

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, 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.

Responsibilities

- In conjunction with other functional departments, develops meeting space allocation plan and validates with client needs (meeting space for program, exhibit floorplan, catering spaces, etc.)
- Conducts site inspections to conference venues and evaluates suitability and required adjustments; analyzes venue proposal and estimate, and negotiates on clients’ behalf—makes detailed recommendations
- Conducts site visits of social event venues, evaluates suitability, analyzes proposals and estimates, and negotiates on clients’ behalf—makes detailed recommendations; coordinates any transportation needs with vendors
- Contracts with hotels and vendors for appropriate space; defines room setups with client
- Plans audiovisual requirements for small *and* large events with multiple concurrent sessions; sources suppliers, analyzes proposals; on-site, monitors setup and ensures equipment is delivered and installed in a timely manner
- Manages food and beverage orders for conference, social events, and ancillary meetings; ensures deliverables are met and on time

- Works with general service contractors for show management build as well as commercial exhibits, décor, scientific posters, catering, etc.
- Organizes event-related shipping with freight forwarder/transportation company, as well as drayage and storage at venue; assumes responsibility for conference materials handed out to attendees (i.e., bags, programs, promotional items, etc.)
- Organizes bus shuttle plan with local transportation company and monitors execution if needed
- Reviews, reconciles and approves vendor contracts and invoices
- Compiles function sheets for each event and circulates to relevant stakeholders
- Assesses on-site security needs for client and PCO, drafts requirements and sources vendor
- Compiles risk management plan and event services guide, to be circulated among all stakeholders
- Implements procedures and monitors negotiated savings on total congress spend to ensure internal and external expectations of savings/cost are being met
- Oversees correct and efficient use of database and systems for accurate client reporting as well as procurement and vendor comparative analysis
- Anticipates issues and proactively troubleshoots emerging problems on event days
- Recruits volunteers, liaises with staffing agency, and trains support staff on-site
- Sources photographer/videographer and drafts on-site schedule and deliverables
- Relays to appropriate departments all program related cheque requests, purchase orders and expense reports
- Implements ICS standard operating procedures (SOPs) and develops and implements customer-specific SOPs
- Conduct regular internal department meetings to review status and needs of each conference with all planners and service providers, and fulfillment of SOW
- Sources for materials and negotiates cost-effective prices from suppliers
- Schedules pre-conference meetings with all cross-functional contributors
- Drafts final report with operational recommendations for next congress
- Makes recommendations to supervisor concerning new contracts or renewals with suppliers of contracted services. Monitors operation of services according to agreements
- Organizes general liability and even cancellation insurances (as required)
- Works with sponsors and exhibitors on the fulfillment of their sponsorship items and ensures that exhibitors have all the necessary information to plan and set up their booths

Education, Experience & Skills required

Education and Experience

- Bachelor's degree preferred
- Three years' experience in conferences/events/logistics
- Proven experience managing outside vendors, sourcing and negotiating contract services
- Experience managing budgets required
- Able to travel to conferences and site visits, as required

Other Qualifying Skills and/or Abilities

- Strong customer service, leadership, and organizational skills
- Strong listening and evaluating skills; detail-oriented
- Strong contract negotiation and budget management skills
- Sound understanding of compliance and regulations

- Ability to manage strong clients and growing operations
- Effective oral and written communication skills
- Excellent problem-solving skills; able to work well under pressure and adapt to ever-changing situations
- Anticipates impact of changing scenarios on various operational aspects
- Demonstrates personal and organizational integrity in negotiations with suppliers
- Proven ability to generate new ideas to increase efficiencies and respond to customer needs creatively; proactively responding to customer requirements

You must also be familiar and have worked with the following tools:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Willingness to learn new software systems as required

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?

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