



We are Recruiting! – Operations Coordinator

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.

Role Overview

The Operations Coordinator will work directly with the Education and Career Fairs (ECF) Manager on the planning and execution of ECF tradeshows under Education and Career Fair (ECF) Management Inc., a wholly owned subsidiary of International Conference Services Ltd. ECF currently visits five communities in British Columbia and is planning an expansion into Ontario with a focus on connecting students and exhibiting career experts that provide opportunities to study, work and volunteer locally or abroad. The Operations Coordinator will lead conference logistics and manage relationships with schools and school districts where necessary and will play an integral role in working with the Manager in executing strategic initiatives to increase attendee reach out with school districts. The ideal candidate has a passion for education and experience working within the sector as well as business acumen, an operations mindset and attention to detail. This position is suited to a team-oriented professional who is self-motivated, efficient and confident.

Key Tasks & Duties

Stakeholder Management

- Manage relationships between existing ECF or conference attendee stakeholder groups, updating contact information and leading communications on all relevant events
- Active prospecting for new relevant and viable ECF or conference attendee groups
- Follow up with schools and suppliers to debrief and thank them

Sales Fulfillment

- Assist with the registration process for attendees and exhibitors, as well as updating weekly reports for registrations
- Send out and manage invoices to sponsors and exhibitors
- Collecting and recording payments from sponsors and exhibitors
- Assist with the creation, management of floor plans and the allocation of booth numbers
- Ensure all exhibitor and sponsor benefits are fulfilled after the sale is completed
- Collect logo's, certificates of insurance and company bios from sponsors and exhibitors
- Continually update the website with logo's, articles and sponsor profiles
- Create content for marketing purposes on website, media and communications
- Assist with the creation of the Exhibitor Manual
- Organize printing of sponsorship materials and tradeshow program
- Responsible for the timely display of sponsor advertising opportunities (on website, digital communication and on site at each location)

Logistics

- Collaborate with tradeshow or conference attendee groups to coordinate transportation needs, arrival times and venue space availability
- Assist with all on-site logistics including but not limited to, exhibitor move in & move out, attendee arrivals
- System and database management
- Prepare delegate kits and packages
- Maintain a key presence on-site for troubleshooting, problem-solving, facility liaison
- Assists Manager to prepare and manage the project timeline
- Assist in the management of speaker scheduling and onsite speaker management

Staff and Volunteer Management

- Coordinate a pool of excellent on-site staff and volunteers
- Contact on-site staff and checks for availability, books and checks their hours while managing invoicing
- Leads training/briefing on-site staff/volunteers before the shows
- Produce briefing notes and distributes to staff and management
- Prepare a timeline of various duties for on-site staff

Education, Experience & Skills Required

- An event management or marketing degree/diploma with 1-2 years of tradeshow or conference planning experience is preferred. An equivalent combination of education and experience will be considered.
- Experience working in the education field or a demonstrated interest in supporting the educational career goals of people at all stages of their professional life is required. Any experience working or volunteering with high school students is an asset.

- A proactive, rational, yet energized professional with multi-tasking performance skills, who is well organized and possesses strong time management skills to work within established timelines.
- An enthusiastic team player with proven experience working and contributing to successful team projects.
- An experienced researcher.
- Ability to read and comprehend instructions, correspondence and memos. Ability to clearly write business correspondence.
- Ability to effectively present information in one-to-one and small group situations.
- Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
- This position is suited to a self-motivated, professional person who can confidently work with a variety of people from different cultures and backgrounds. Diplomacy, tact and a sense of humour are important to the success of this person.
- Excellent knowledge of a variety of software packages. High proficiency in Microsoft Word and Excel are a must.
- The requirements are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: *Travel to in-person events may be required*

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 Employee and Family Assistance Program 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