



We are Recruiting! – Project 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 48 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 100 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.

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 on our many long-term relationships we have cultivated.

Role Overview

The Project Manager is responsible for direct client management, team management and the overall profitability of the conferences which they organize whether in-person or virtual. From the beginning of a project to final reporting, this position requires that total client satisfaction is achieved as well as enhancing the professional image of International Conference Services. The Project Manager will lead teams, manage client relationships, and implement company standards effectively.

Key Responsibilities

- **Client Management:** Serve as the primary point of contact for clients, ensuring their needs are met and expectations exceeded throughout the project lifecycle.
- **Project Administration:** Oversee all aspects of event management, including planning, execution, and post-event reporting.
- **Kick-Off Meetings:** Conduct initial meetings to clarify client goals, define roles, and establish project timelines.
- **Data Research:** Researches and organizes historical data for each event based on sales brief and contract; participates in sales handover

- **Financial Management:** Develop and manage budgets, monitor currency fluctuations, and ensure compliance with taxation regulations. Provide clients with transparent financial reporting and risk management strategies.
- **Performance Reporting:** Regularly report on key performance indicators (KPIs) to both internal teams and clients, ensuring alignment with project goals.
- **On-site Operations:** Draft and manage on-site schedules, oversee staff and volunteer coordination, and troubleshoot issues as they arise.
- **Team Collaboration:** Ensuring project team delivers to timelines in collaboration with:
 - *Account Director:* advises on client satisfaction, scope creep, contract add-ons, financial management and team management
 - *Marketing Manager:* advises on client Marketing strategy and plan including outreach campaigns to widen event reach
 - *Education Program Manager:* advises on program design and process (abstracts and/or speaker management)
 - *Sponsorship Sales Manager:* advises on sponsorship and exhibit strategy influencing brochure options to expand project revenue potential and reach
 - *Operations Manager* advises on In-person venue, supplier relations - procurement and negotiation and Sponsorship/Exhibitor fulfillment - tradeshow management (including ICS markups where feasible). Plans proposals for social events aligned with event characteristics and budget: established scheduling, scripting, and protocol
 - *Production Manager:* advises on virtual or hybrid production team and process based on virtual platform chosen to meet project deliverables
 - *Attendee Experience Manager:* advises on virtual or hybrid attendee experience requirements and needs
- **Exhibits professionalism and leadership;** ensures harmonious staff working relations; addresses staff performance issues according to ICS procedures and regulations. Monitors quality of client service by all departments and implements adjustments for improvement as needed
Ensures strict and consistent financial management, including but not limited to:
 - Budget creation and control; approval by client
 - Currency fluctuation and taxation regulations
 - Consulting with client on registration/social event fees
 - Risk monitoring and management
 - ICS Profit and Loss
- **Contracting Management:** Ensure fulfillment of contracts & oversee invoicing processes, including tracking receivables & payables.

Supervisory Responsibilities (Assists in):

Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with ICS policies and applicable laws. Responsibilities include interviewing, training employees; planning, assigning, and directing work; evaluating performance; rewarding / disciplining employees; addressing complaints and resolving problems.

The Benefits of Working at ICS

- Our employees work remotely, from home, on a permanent basis.

- We provide all employees with office hardware including a 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 paid vacation time, employees receive a paid day off on their birthday each year.
- Employees are offered an excellent benefits package including Extended Health Coverage, Dental and MYHSA, after successfully completing 3 months of service.
- Each year we host fun in-person employee get togethers.
- As an employer, ICS prides itself in providing career development opportunities.

What's next?

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

Note: Travel to in-person conferences may be required