



We are Recruiting! – Conference Project Manager, Remote in Canada

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 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 provides direction and implements all ICS company standards and required duties.

Key Tasks & Duties

- Handles overall administration/project management for each event and represents the primary point of contact for client
- Researches and organizes historical data for each event based on sales brief and contract; participates in sales handover
- Prepares kick-off meeting to establish client needs, define roles and responsibilities, and clarify client goals that are presented in project launch

- In collaboration with Operations or Production Management: Conducts site visits and technical site inspections or identifies requirements then demos virtual platform options
- In collaboration with clients and in consultation with all departments involved, defines overall timelines for each event
- Establishes and nurtures privileged client contact, committees, and relations, including advising clients - based on experience and best practices, maintaining ethical and transparent decision-making, upholding ICS standards, and 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
- Ensures strict management and execution of contracts and invoicing including but not limited to:
 - Contract fulfillment
 - Receivables invoice tracking and sign off on ICS management fees
 - Payable invoice tracking and sign off on supplier partner fees
- Key performance indicators (KPI) reporting internally and to the client
Drafts on-site schedule for ICS staff, temporary staff/volunteers, supplier meetings, and oversees management of on-site operations, including client relations and troubleshooting
Compiles final report content from relevant departments, highlights lessons learned both for internal and external benefit, and interprets data with a view to issuing recommendations for future event iterations, ideally under ICS management
- Keeps current on trends in delegate experience and advises clients on potential innovations for their events

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.

Note: *Travel to in-person conferences, both domestic and international 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
- Fun in-person employee get togethers each year.
- ICS prides itself in providing career development opportunities.