



We are Recruiting!

Senior Manager, Project & Operations

Location

ICS employees work in a predominantly remote work environment.

The Company

International Conference Services Ltd. (ICS) is a highly respected global leader in professional conference organization. With almost 50 years of experience, ICS partners with national and international associations and organizations to deliver conferences, events, and tradeshow. Our work is purposeful—we are truly “connecting people to facilitate change in the world.” With more than 100 team members working remotely across North America, Europe, and Asia, we are a genuinely international organization that leverages the strengths of our diverse team.

Remote-First Work Environment

ICS operates as a remote-first company. Our employees enjoy the flexibility of remote work, and we prioritize staying connected through weekly all-hands meetings and annual in-person gatherings. Remote work is a key part of our business model.

The Culture

At ICS, we thrive in a collaborative team environment grounded in trust, support, and mutual empowerment. We know we are stronger together, and we regularly celebrate our shared successes. Innovation and solution-focused thinking are core to who we are, helping us grow continuously as professionals. We are deeply committed to creating exceptional experiences for our clients and are proud of the many long-term relationships we have built over the years.

Role Overview

The Senior Conference Manager is responsible for overseeing the overall profitability and success of assigned conferences. From project initiation through final reporting, this role ensures client satisfaction while upholding and enhancing the professional reputation of International Conference Services Ltd. The Senior Conference Manager leads project direction and execution in accordance with all ICS standards and operational procedures.

Responsibilities

- Manages conferences efficiently, effectively, and with a strong focus on quality control
- Maintains up-to-date knowledge of the status of all assigned conferences, meetings, and client relationships
- Builds and manages client relationships to enhance the professional image of International Conference Services Ltd.
- Actively up-sells ICS services and related products to generate future business opportunities
- Assists in standardizing forms and procedures within the Conference Department in collaboration with the Department Head

- Develops and manages timelines and critical paths, ensuring key milestones are met throughout the project lifecycle
- Prepares and maintains budgets and oversees all related financial procedures
- Possesses comprehensive knowledge of all aspects of conference management, including:
 - Audio-Visual and Multimedia Management
 - Conference Sponsorship
 - Exhibition Sales and Management
 - Financial and Budget Management
 - Full Logistical and Meeting Management
 - Housing and Accommodation
 - Interpretation and Simultaneous Translation Services
 - Marketing, Promotion, and Media Relations
 - Invited Speaker and Abstract management
 - Pre- and Post-Conference Tours
 - Registration Management
 - Site Selection
 - Speaker Management
 - Special Events (e.g., Opening, Closing, and Awards Ceremonies)
 - Transportation
- Represents International Conference Services Ltd. at professional associations, supplier meetings, and industry events
- Negotiates contracts with hotels, suppliers, and other partners on behalf of clients
- Ensures quality control across all aspects of operations
- Provides leadership and guidance to the conference/project team and the clients

Qualification Requirements

Absolute requirements:

- Candidate's ability to perform each of the duties outlined in the job description satisfactorily
- A diploma or degree in marketing, business administration or similar (Adjustments will be made for candidates with solid relevant work experience)
- A minimum of 3 years' experience in organizing Association conferences with 1,000+ delegates
- Experience in creating and managing conference budgets/events budgets of a value exceeding 500,000 CAD
- Ability to work well with clients and respond to inquiries and requests in a timely and professional manner.
- Ability to work with clients of different cultures with different expectations.
- Ability to address clients' ideas, suggestions and concerns and implement whenever possible
- Diplomacy, tact, exceptional communication skills and customer service
- Solid knowledge of MS Office Programs
- Ability to travel internationally

Assets for successful application

- As our company works around the world, with branch offices in 5 countries, a second language (preferably French or Spanish) is a true asset but not a requirement
- Experience with medical conferences/CME programs

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