



We are Recruiting! **Senior Manager, Project & Operations**

Location

ICS employees work in a remote-first environment.

The Company

International Conference Services Ltd. (ICS) is a highly respected Professional Conference Organizer with over 50 years of experience delivering national and international conferences, events, and tradeshow. We partner with associations and organizations worldwide to create purposeful events that connect people and facilitate meaningful change.

With more than 100 staff members working remotely across North America, Europe, and Asia, ICS is a global organization that values collaboration, diversity, and operational excellence.

Remote-First Work Environment & Culture

ICS operates in a remote-first environment, offering flexibility while remaining highly connected through weekly all-hands meetings and annual in-person gatherings.

We foster a collaborative, trust-based culture that values innovation, accountability, and continuous improvement. Our teams are solutions-oriented and deeply committed to delivering exceptional experiences while building long-term professional relationships.

Role Overview

ICS is seeking an experienced **Senior Conference Manager** to lead the planning and delivery of large-scale national and international conferences. This role is responsible for overseeing complex meetings from project initiation through post-conference reporting, ensuring high-quality execution, financial accountability, and consistent delivery aligned with client objectives and ICS standards.

In this senior role, the incumbent will contribute not only to operational excellence but also to the **continuous improvement of conference delivery models**, processes, and best practices across the organization.

Key Responsibilities

Conference Strategy, Planning & Delivery

- Lead end-to-end planning and execution of national and international conferences, ensuring consistency, quality, and innovation across all stages of delivery
- Translate conference objectives into comprehensive operational plans that balance attendee experience, logistics, and financial performance
- Establish and manage detailed timelines, task plans, and project documentation
- Oversee logistics, operations, production coordination, and onsite delivery

Financial, Risk & Performance Management

- Develop, manage, and reconcile conference budgets exceeding CAD \$1M
- Monitor income, expenses, and financial performance, identifying opportunities for optimization and efficiency
- Lead risk assessment and mitigation planning, ensuring business continuity and compliance throughout the conference lifecycle
- Conduct post-event evaluations and reporting to support data-informed decision-making and continuous improvement

Site Selection & Supplier Partnerships

- Lead site selection processes, including RFP development, evaluation, site inspections, and analytical recaps
- Manage and negotiate with venues, suppliers, and service partners to ensure value, quality, and alignment with conference goals
- Build and maintain strong supplier relationships that support long-term success and innovation

Team Leadership & Cross-Functional Collaboration

- Provide leadership, mentorship, and guidance to conference and project teams

- Coordinate cross-functional workstreams, ensuring clarity of roles, accountability, and collaboration
- Support knowledge sharing, process improvement, and professional development within the team

Oversight of Specialized Conference Functions

Provide strategic oversight and coordination across the following areas, working closely with internal specialists and external partners:

- Financial and budget management
- Full logistical and meeting management
- Audio-visual and multimedia production
- Sponsorship and exhibition management
- Compliance and CME management
- Interpretation and simultaneous translation services
- Marketing, promotion, and media relations
- Abstract, speaker, and program management
- Pre-conference, online, and onsite registration
- Housing and accommodation management
- Special events, including opening/closing and awards ceremonies
- Pre- and post-conference tours
- Guest and spousal programs
- Transportation planning and coordination

Education, Experience & Skills

- Diploma or degree in Event Management, Business Administration, or a related field
- **Minimum 10+ years** of relevant professional experience, including significant experience managing large-scale national and international conferences (1,000+ delegates), preferably scientific, medical, or CME-accredited meetings

- Proven experience managing conference budgets exceeding **CAD \$1M**
- Strong understanding of end-to-end conference operations, logistics, and production
- Demonstrated ability to lead teams, manage multiple stakeholders, and make sound decisions in complex environments
- Experience contributing to process improvement, operational efficiency, or innovation within conference delivery models
- Excellent communication, organizational, and problem-solving skills
- Advanced proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Comfortable working with multiple conference technology platforms and systems
- Ability to travel internationally and work flexible hours as required

Additional Assets

- Professional certifications such as **CMP, CMM, or equivalent** are considered an asset
- Proficiency in a second language (French, Spanish, Japanese, or German) is an asset, but not required

Tools & Technology

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Conference management, registration, and abstract management platforms (training provided as required)

The Benefits of Working at ICS (*varies by location*)

- Permanent remote work environment
- Company-provided home office equipment (laptop, monitor, headset, keyboard, mouse, internet-based phone)
- Monthly work-from-home allowance
- Paid vacation plus a paid day off on your birthday

- Comprehensive benefits package including Extended Health, Dental, and MYHSA (Canada only, following three months of service)
- Annual in-person employee gatherings
- Career development, learning opportunities, and long-term growth within a globally respected PCO

What's next?

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