

Coordinator, Operations

JAPAN | REMOTE-FIRST | FLUENT JAPANESE REQUIRED

Location: Japan (remote-first; domestic and international travel may be required)

About ICS

International Conference Services Ltd. (ICS) is an international Professional Conference Organizer that partners with associations and organizations to deliver conferences, meetings, and exhibitions around the world. Our work is guided by a purpose: connecting people to facilitate change in the world. Our colleagues collaborate across North America, Europe, and Asia.

ICS is a supportive, solutions-oriented team where trust, collaboration, and ownership are valued. We take pride in the long-term relationships we build with clients and in creating exceptional experiences for participants.

Role Overview

The Coordinator, Operations is an early-career position supporting ICS Project Managers and Operations Managers with planning and onsite delivery of conferences and events. The role covers venue and supplier coordination, production and logistics, and sponsorship and exhibition (SPEX) fulfillment. As a Japan-based team member, you will also communicate professionally in Japanese with local clients, venues, suppliers, exhibitors, and partners while working closely with ICS colleagues internationally.

Key Responsibilities

Conference Operations & Logistics

- Help maintain project schedules, checklists, budgets and trackers for operations, production, and SPEX deliverables.
- Assist with venue and supplier sourcing, requests for proposals (RFPs), quotations, contract coordination, and follow-up on agreed deliverables.
- Coordinate meeting space, accommodation arrangements, audiovisual (AV) and technical services, interpretation or translation, and other conference requirements under manager guidance.
- Support catering, transportation, tours, social functions, and special-event logistics.
- Coordinate the ordering, production, and distribution of signage, delegate bags, badges, tickets, gifts, promotional materials, and other event supplies.
- Support volunteer recruitment, communications, briefing arrangements, scheduling, and onsite assistance.
- Provide onsite operational support, including registration assistance, vendor and venue liaison, troubleshooting, and participant service.
- Maintain materials inventories and coordinate the disposition or return of remaining supplies as directed.
- Handle Japanese-language correspondence and practical coordination with venues, suppliers, and event stakeholders, including helping to prepare or check bilingual event information when needed.

Sponsorship & Exhibition (SPEX) Fulfillment

- Contribute operational information to sponsorship and exhibition prospectuses in coordination with the Sales Lead.
- Coordinate fulfillment of sponsor and exhibitor commitments, including sponsored items, exhibition services, industry symposia, and auxiliary meetings.

Sponsorship & Exhibition (continued)

- Act as a day-to-day contact for confirmed sponsors and exhibitors; collect branding assets, materials, and requirements, and follow up on deadlines.
- Prepare and maintain exhibitor guidelines and coordinate exhibitor questions, technical requirements, floor plans, and booth allocations.
- Enter, maintain, monitor, and reconcile information in EventsAir or other sponsorship and exhibition management software.
- Support payment follow-up and reconciliation with the Project Manager and Accounting team in accordance with signed agreements.

Financial & Project Administration

- Assist with the setup and maintenance of project budgets, cash-flow tracking, and key performance indicator (KPI) reports.
- Help process supplier and client invoices, accounts payable, and receivables in partnership with the Project Manager and Accounting.
- Contribute to post-event financial reconciliations, reports, and project close-out activities.

Qualifications & Experience

- Fluent Japanese is essential, including the ability to communicate confidently and professionally with clients and suppliers in both spoken and written Japanese.
- Practical written and spoken English skills to collaborate with international colleagues and support cross-border projects.
- Post-secondary education in Event Management, Hospitality, Business, Communications, or a related discipline preferred.
- One to two years of relevant experience is an asset; internships, volunteering, and event-related experience will also be considered.
- Strong organization, time management, accuracy, and attention to detail, with the ability to manage competing deadlines.
- Proactive, resourceful, adaptable, and comfortable taking initiative while working collaboratively with colleagues and external partners.
- Professional communication skills, diplomacy, sound judgment, and a service-oriented approach.
- Availability to work onsite at conferences and travel within Japan or internationally as project needs require.

Technical Skills

- Proficiency in Microsoft Office (Excel, Word, PowerPoint, and Outlook).
- Experience with EventsAir, other registration or event platforms, and project management tools (such as Wrike, monday.com, Asana, or Jira) is an asset; a willingness to learn new systems is important.

Working at ICS

ICS offers a remote-first, international team environment, opportunities for professional growth, and experience delivering high-profile conferences with colleagues and partners around the world. Japan-specific employment terms, compensation, and benefits will be discussed during the recruitment process.

Salary

JPY 3,800,000 to 4,400,000

How to Apply

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