Position Title: Meetings Manager

Department: Meeting Services  FLSA Status: Full Time, Non-Exempt

Reports to: Director of Meeting Services  Last Updated: February 2024

Supervises: N/A

BASIC FUNCTION

The Meetings Manager will oversee and facilitate the strategy and direction of the operations of ADCES events throughout the year, including Annual Conference, Technology Conference, Board of Directors, and other assigned meetings. This position is responsible for the successful execution of registration, housing, and logistical components including contractual arrangements for facilities and vendors related to ADCES conferences, meetings, and events.

The Meeting Manager reports to and works closely with the Director of Meeting Services to develop and manage budgets for all assigned meetings and ensures that events stay within cost projections. In addition, the position will contribute to the success of the Meeting Services department by leveraging their meeting/event planning expertise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Implement event planning best practices to ensure successful execution of assigned meetings.
- Act as project manager for assigned meetings, which includes creating managing meeting production timelines and conducting planning meetings.
- Provide logistical management for meetings including preparing event specifications to include detailed set-up requirements; accurately communicate requirements to venues and vendors.
- Manage RFP’s, contractual arrangements for all department functions including but not limited to convention centers, hotels, conference general service company/decorators,
registration and housing company, audio visual, caterers, security, temporary staff, and transportation. Management and oversight of these contracts will include development and negotiations of product/service contracts, providing feedback about current level of product/service performance, and ensuring the work is completed.

- Oversee the registration process to create and manage registration website, database set up, form processing, and confirmations.
- Provide housing management; create and manage VIP and staff housing lists, monitor weekly hotel pick-up, manage pick-up and attrition, and provide solutions to housing challenges.
- Support the execution of assigned corporate sponsored programs and ensure that all programs are implemented to meet program objectives in conjunction with the exhibits and sponsorship sales team.
- Develop and manage event budgets, ensuring adherence to financial goals.
- Review all meeting marketing materials including promotional correspondence, mobile app, and website pages.
- Conduct in-person and virtual site visits/inspections as needed.
- Provide onsite support for in-person meetings to act in logistical management role.
- Develop and maintain organized, cohesive records for each meeting, including summary reports.
- Maintain professional and high-functioning relations with all service providers.
- Review and update standard operating procedures (SOPs) for department as needed.
- Perform other related duties as necessary to contribute to the effectiveness and overall success of the events and project strategies.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Proficient in negotiation, vendor management and budget management.
- Strong project management skills with attention to detail including the ability to coordinate workflow, determine priorities, meet deadlines, and effectively balance competing demands.
- Demonstrated ability to collaborate and communicate effectively across all levels of the organization as well as with external stakeholders.
- Resourceful problem-solving capabilities and ability to adapt to changing circumstances.
- Proficient in business intelligence and analysis tools to extract insights from data.
- Strong judgment and demonstrated success acting in the best interest of the organization and within principles of integrity.
- Excellent written, oral, and interpersonal communication skills with the proven ability to prepare quality documentation.
- Proficiency in Microsoft Office required. Experience with database software preferred. Knowledge of Basecamp, Cadmium, Cvent Registration, Passkey and Zoom strongly desired.
• Seeks opportunities for professional development and stay updated on relevant certifications and industry knowledge.

EXPERIENCE/EDUCATION

• Bachelor’s degree or relevant college courses in related field such as hospitality, business administration, marketing or project management required.
• 5+ years of prior meeting planning and execution experience at an association, meeting and/or event department, hotel or a convention services role required.
• Relevant certifications, such as Certified Meeting Professional (CMP) preferred.

WORKING CONDITIONS

The position operates within an office environment where a hybrid work schedule is observed. This is not a fully remote position. Must be able to reliable commute to the office 2-3 days per week. The nature of this role may require extended hours and/or working non-traditional hours to fulfill job responsibilities. Also requires availability and flexibility to work and attend organization sponsored events and meetings across the country for multiple days at a time.

PHYSICAL DEMANDS

The nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, and work files. Occasional lifting, up to 25 lbs. Must be available for day and overnight travel by air and/or automobile.