



## Event Manager

### Job Description

Serve as program lead on assigned conferences and events. Hold the event management process to the highest standards and deliver high quality service to clients. Accurately deliver all client, attendee, and database management processes.

### Primary Duties and Responsibilities

#### Attendee, Speaker, Vendor & Database Management

- Set up and administer event websites – including collation and inputting of attendee details
- Manage the invitation & attendee, speaker, vendor management process including meeting registration, air travel, housing & ground transportation, as required
- Manage attendee requests and communicate program and logistical information
- Ensure billing; invoice accuracy; timeliness and strive to keep clients profitable
- Manage attendee communications and create associated timelines
- Stay up to date with all aspects of attendee arrangements throughout the course of the program
- Manage housing lists based on attendee information and cross-referencing data sources
- Maintain databases and Company information systems, where applicable
- Use client driven systems e.g. Cvent, Robly, where applicable
- Ensure all business-critical deadlines for attendee management and communication are met for each program
- Oversee production of database reports, including travel, housing and ground transportation, for client meetings and project management
- Assist in reviewing applicable administrative support colleagues
- Performs other duties and special assignments upon request.
- Assist in initiating client event re-booking.

#### Project Management

- Selection of venues and production of event proposals
- Oversee production and arrange dispatch of attendee packs and other information
- Oversee production of signage, badges, onsite manuals and other documentation, as required
- Order currency, uniforms, mobile phones, laptops and other onsite equipment, as required
- CME applications, Documentation
- CME Grants, and reconciliations
- Onsite attendance at events, as required

#### Client Liaison and Development

- Act as client liaison and event management lead
- Setting up and maintenance of client files from confirmation of event to completion and evaluation
- Manage client communications and associated timelines
- Manage client requests and communicate program and logistical information
- Foster the development of the client account by managing attendee relationships through exceptional operational delivery
- Offer strategic and “big picture” solutions and advice to clients to improve their conferences and aid them in fulfilling their overall conference mission.



### Financial Management

- Accurately deliver financial aspects of events in line with company processes and procedures
- Assist with identification and documentation of cost avoidance/saving measures
- Comply with company & Client invoicing processes
- Cost efficient time management
- Assist with effective scope management
- Assist with preparation of budgets and final reconciliations within agreed timelines

### General

- Attendance & contribution at team meetings
- Effective interaction with team members
- Accurate written & verbal communications
- Display an understanding of compliance, including Pharma Guidelines
- Comply with all company and Client policies and procedures, including those relating to Health & Safety
- Comply with all Client & company privacy & security protocols
- Achieve all Client and/or company driven Key Performance Indicators for all events
- Maintain good long-term relationships with hotels, venues and suppliers, to ensure the best value for clients
- Develop and apply knowledge of the company's range of services
- Develop and apply understanding of clients' businesses and products
- Assist new starters when required
- Always Understand and apply the company's Vision and Values
- Other Duties as assigned

### **Position Requirements**

- Meeting/Event Planning Experience: Minimum of 3+ years
- Client knowledge/structure/products
- Relevant industry knowledge up to date with market changes
- Excellent time management and communication skills
- Sales skills and ability to build productive business relationships
- Ability to manage multiple projects independently
- Tech Savvy
- Willing to submit references from previous clients
- Bachelor's Degree in Event Management or related field preferred.
- CMP Preferred, HMCC Preferred

### **Physical Requirements**

- Ability to lift, carry and otherwise move up to 10 pounds on a regular basis
- Ability to sit, stand or walk for various lengths of time throughout the day
- Ability to communicate effectively with clients and co-workers
- Ability to operate fax/copy machines, telephones, calculators and general office equipment on a daily basis
- Ability to commute on a regular basis via motor vehicle and, as necessary, via airplane

Job Type: Full-time Experience: CME Planning and Event Management: 3 years (Required)