

Job Description

Job Title:	Manager, Event Services
Category	Manager
Level	Experienced
Reports to:	VP, Member Services
Date:	11/1/2022

Purpose Statement

The Manager, Event Services is responsible for excellent client experience for conferences, meetings and events for the NCMS and its managed medical societies.

Experience:

Must have a successful track record in conference management, organization management, project budgeting and marketing. Business background, association or non-profit management experience and contract negotiation skills preferred. Ability to problem-solve, multi-task, meet time-sensitive deadlines and work under pressure.

Education:

At least three (3) years of experience in conference management, exhibit sales, and event marketing. Certified Meeting Planner (CMP) is a plus. Knowledge in health care meetings is a plus.

Technology:

Microsoft Office software (Word, Excel, Outlook, PowerPoint). Position will utilize Raiser's Edge, NetCommunity; WordPress; Cvent and CrowdCompass (training provided).

Key Result Areas

Client Services	<ul style="list-style-type: none"> • Represent the NCMS' contractual obligations with state specialty societies in a positive and efficient manner. • Seek financial support for conferences and events through exhibit and sponsorship sales. Generate new and repeat exhibitor booth sales, estimated at 300 exhibitors with anticipated revenue of ~400-500K annually. • Manage exhibits and other client representation at meetings and conferences • Identify potential membership partners, including individuals and organizations that support the NCMS Mission and Vision.
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Conference Management	<ul style="list-style-type: none"> • With Director of Meetings and Medical Education, coordinate details of all meetings and events, including scientific, business, social and recreational functions; • Manage contracted onsite meeting needs, including space and audio-visual needs, meal and banquet functions, and onsite floor management; • Develop exhibitor communications including the exhibitor prospectus, confirmations, payment and exhibitor portion of meetings brochures and web promotions. Exhibitor services include, but are not limited, to contract processing, answering exhibitor inquiries, decorator coordination, on-site exhibitor registration, post-event distributions and report development as required; • Manage meeting preparation including onsite meeting and registration materials. • Coordinate services provided by vendors; document and request payment appropriately; • Serve as onsite manager and contact for attendees and venue staff. • Prepare post-meeting reports, including attendance, evaluations and financial reports.
Management	<ul style="list-style-type: none"> • With Executive Director or COO, conduct market research to identify appropriate meeting venues and conference facilities (site selection); • Coordinate the Request for Proposal (RFP) process; • Ensure contracts are negotiated, reviewed, executed and implemented. Assure cost and liability interests are addressed; • Support NCMS and specialty membership recruiting, legislative efforts, and other initiatives that work toward the NCMS Mission and Vision. •
Committees	<ul style="list-style-type: none"> • Staff NCMS committees as assigned. Duties include scheduling meetings, agenda, distributing materials, completing report back to the NCMS Board of Directors.

Strategic Commitment

- A. Understand NCMS Enterprise vision, mission, goals, and values.
- B. Actively promote NCMS Enterprise to members, non-members and other stakeholders.
- C. Support an environment that encourages teamwork; open, honest and respectful communications; and where every team member is valued and accountable.

Growth Opportunities

This position has three levels of experience. Opportunities for growth include:

- Continue to expand personal knowledge of the association management, including recruitment and retention strategies.
- Leverage understanding of association management to revenue strategies, expanding the value of NCMS programs and services.

Employee Signature	
Date	