



Meeting and Event Manager

Reports To Senior Vice President
FLSA Exempt - Full Time
City/State Nashville, TN

Description **GENERAL DESCRIPTION OF POSITION**

The Meeting and Event Manager will provide account management services to manage approximately 12-14 ACMA chapter conferences held across the United States throughout the year. This position will work as a team with another Meeting and Event Manager to plan and manage other ACMA conferences and client meetings and will have project management oversight for meeting and event related tasks.

This position will collaborate with Chapter Relations, Sales, Marketing, and Accounting teams to reach each event goal and will work with external vendor services in the execution of meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with Marketing, Accounting, and Sales teams to project attainable and strategic goals – attendance, revenue and net income
- Prepares and monitors annual budgets and related expense requests for assigned conferences and meetings
- Serves as a meeting planner for ACMA National meetings and external client meetings as well as the direct conduit to ACMA chapter leaders in the planning and delivery of annual chapter conferences through an account management role in working with internal and external teams to oversee:
 - Facilitation of conference date selection, site preference, booking options, and necessary details related to onsite needs
 - Coordination of desired venue attributes and submits standardized venue requests to CGI's designated site selection firm
 - Working through the site selection firm, ensures that contractual details are best negotiated for each event. Audits contracts to ensure company standards for contracted services and attendee experience
 - Collaboration with speaker management team members and other departments to determine optimal conference schedule of events and speakers and ensures attainment of professional continuing education credits
 - Collaboration with Marketing and approves marketing plan for the meeting/event
 - Oversees website updates for all assigned meetings/events. Completes meeting/event template and activates online registration



- Oversees the logistics of on-site registration and customer service
- Plans and submits budget compliant food and beverage orders by contractual deadline
- Secures audio visual proposals, selects A/V company and submits budget compliant A/V orders
- Plans and ensures all signage is designed, printed and ordered/shipped
- Manages food and beverage, audio/visual, signage and labor logistics for each event
- Coordinates with sales team to organize logistics of exhibition space
- Provides coordination for use of mobile application and communications during each event
- Manages speaker contracts, communications, travel, hotel, and onsite needs
- Manages event budget to ensure all invoices fall within company compliance standards and are processed timely with appropriate completed documentation
- Follows internal processes to ensure accurate, timely completion and submission of conference/event related receivables, payables and financial forms pre and post event
- Meets or exceeds performance standards and goals related to: Attendee and exhibitor satisfaction, contracting and event planning deadlines, conference budget adherence, expenses and revenue targets. Audits post event performance data and integrates said data into future planning
- Oversees and ensures on-site meeting/events comply with company standards
- Manages projects and tasks related to meeting management and registration software.
- While performing the duties of this job, employees are regularly required to sit, walk and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds

Requirements

EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited university
- Minimum of 3 years meeting and/or event planning experience – preferably in the association management industry
- Experience planning, implementing, and achieving goals
- Knowledge of industry trends, tools, and best practices
- Data management, analytic, and software application skills

COMMUNICATION CRITICAL THINKING SKILLS

- Superior attention to details
- Superb organizational and follow up skills
- Excellent verbal, written, and interpersonal communication skills
- Demonstrated project management and problem-solving skills with an ability to manage multiple priorities and deadlines at once
- Ability to work effectively in a team environment nurturing cooperative working relationships with diverse groups

**SOFTWARE SKILLS REQUIRED**

- Proficient in Microsoft Word, Excel, PowerPoint and Outlook
- Experience with project management software

EXPECTED TRAVEL

- 20 - 25% - annually including some weekends

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.