



Meeting and Event Manager

Reports To	Director of Product Development and Meeting Services
FLSA	Exempt - Full Time
City/State	Little Rock, AR, Nashville, TN or Remote Based

Description	GENERAL DESCRIPTION OF POSITION
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The Meeting and Event Manager is responsible for overseeing and delivering live, virtual, and hybrid conferences and meetings for several clients. Events range from regional/state conferences to national events that draw attendees from across the United States, with attendees ranging from 100 attendees and 20 sponsors/exhibitors up to almost 2,000 attendees and over 150 sponsors/exhibitors. The Meeting and Events Manager's role will include account management and meeting facilitation services to approximately 15 association-based conferences held throughout the year and event management for approximately 5 association and non-association-based clients. This position will work collaboratively with another Meeting and Event Manager and the Director to plan, manage, and travel onsite for conferences and client meetings and will have additionally have project management oversight for meeting and event related tasks.

This position will collaborate on a frequent basis with chapter relations, speaker management, continuing education, sales, marketing, and accounting teams in addition to external vendor services to achieve event goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with marketing, accounting, and sales teams to project attainable and strategic goals (attendance, revenue, expenses, and net income) and to prepare and monitor annual budgets and related expenses for assigned conferences and meetings
- Serves as a meeting planner and manager for national and regional meetings/events as well as the direct conduit to chapter leaders in the planning and delivery of annual chapter conferences through an account management role, to include:
 - Facilitation of conference selection and contracting, including date selection, site preference, booking options, necessary details related to onsite needs, coordination of desired venue attributes and submission of standardized venue requests to CGI's designated site selection firm, and collaboration with site selection firm to ensure that contractual details are best negotiated for each event and meet company standards for contracted services and attendee experience



- Coordination with speaker management team members and other departments to determine optimal schedule of events, programming, and speaker selection in addition to attainment of professional continuing education credits
- Collaboration with marketing to approve marketing plans for meetings/events
- Oversight and management of website updates for all assigned meetings/events, including online conference registration
- Oversight and management of food and beverage, audio/visual, signage and labor logistics for each event, all within budget compliant standards
- Coordination with appropriate teams to organize logistics of exhibition space, manage use of mobile application and communications during each event (as applicable), facilitate speaker contracts, and manage travel, hotel, and onsite needs for speakers, VIPs, staff, or others
- Oversight and delivery of all onsite conference logistics, including delivery of those conference aspects coordinated or facilitated with other teams during meeting/event planning
- Management of event financials to include regular reporting of budget vs. actuals and following internal processes to ensure accurate and timely completion, submission, and documentation of conference/event related receivables, payables and financial forms pre- and post-event according to company compliance standards
- Meets or exceeds performance standards and goals related to attendee and exhibitor satisfaction, contracting and event planning deadlines, conference budget adherence, expense and revenue targets, and strategic future planning using post-event performance data
- 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. This position will require work outside normal business hours for travel and onsite conference facilitation.

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
- Certified Meeting Professional (CMP) designation, preferred



COMMUNICATION AND CRITICAL THINKING SKILLS

- Superior attention to detail, organization, and follow through
- Excellent communication capability across all levels of the organization, and strong interpersonal skills with exceptional ability to build credibility and positive relationships across all work groups
- Relentless focus on clients' needs and consistent raising of the bar on service excellence
- Exceptional ability to build credibility and positive relationships across all work groups
- Ability to deal with ambiguity with strategic thinking, superb time management, judgment, and problem-solving skills
- Demonstration of a high level of integrity and ethics
- Ability to demonstrate knowledge, confidence, and professionalism, including in high pressure situations and with both internal and external clients and stakeholders
- Ability to thrive in a fast-paced, collaborative environment with a high comfort level in being accountable for decision making
- Capability for versatility, flexibility, and working within constantly changing priorities with enthusiasm
- Commitment to CGI's values and preservation of our culture as we grow

SOFTWARE SKILLS REQUIRED

- High Proficiency: Microsoft Office Suite (Word, Outlook, Excel, PowerPoint)
- Experience and proficiency with project management and event management applications and toolkits, including virtual event platforms

EXPECTED TRAVEL

- 25-30% non-international travel on an annual basis, including weekends (compensatory time, as applicable)

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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.