



Manager of Event Services

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all-inclusive and the actual position may vary as circumstances indicate or as determined by the Association. Working hours are primarily during day shift working hours, but the holder of this role may need to work varied extended hours as projects demand and during Association events which can include nights and weekends, as business needs dictate. Some travel may be required.

Summary of Position:

The Manager of Event Services manages and coordinates advance planning and onsite logistics for all Association meetings and exhibits to include Association staff events. Functions include but are not limited to assisting with budget development, tracking/managing room blocks, meeting room set-up and meeting operations. The Manager of Event Services will oversee onsite logistics, assist in contracting and exhibiting programs. This position is responsible for event planning logistics and financial processing for all meetings/exhibits. The Manager of Event Services is responsible for supporting and collaborating with the departments of Education and Events and Membership & Business Development as they develop regional offerings of educational programs for AHP. He/she thrives in a fast-paced, high-volume work environment and displays professionalism while working collectively with other departments to create and manage cross-organizational event management and sales strategies.

Principal Duties:

- Embodies the values and core competencies of the Association at all times and positively promotes the Association's culture
- Supports all internal team members and departments in accomplishing the Association's mission, vision, and goals
- Responsible for executing the strategic direction of the education and events team as determined by the President & CEO
- Supports the Executive Team as they develop regional offerings of educational programs for the Association
- Responsible for the implementation of education and events team tactical plans that are needed to achieve strategic goals and direction
- Overall responsibility for the implementation of the Association's events; including, but not limited to, logistics, services, floor plan maintenance, travel, hotel accommodations, rules and regulations
- Coordinates with general contractor to ensure onsite delivery of services
- Responsible for accurately projecting budget expenses and adhering to agreed line items to achieve or exceed budget objectives
- Conducts post event contract expense reconciliations
- Creates production timelines, manages meetings process and collaborates with all departments to execute timeline milestones seamlessly
- Researches, inspects and selects meetings and event sites and services which align with strategic direction and allow for minimum financial liability
- Responsible for training and managing on-site temporary staff to serve as business needs require at meeting and/or events
- Provides operational planning and direction for all Association events and meetings
- Oversees the development and distribution of meeting/event specifications for hotel and meeting spaces in a timely manner
- Oversees meeting room management, hotel, audio-visual, and food and beverage orders for all events
- Primary logistical liaison for all events while providing superior guest service and communication

- Logistical point of contact for onsite General Service Contractor
- Supports Director of Education & Events on overall conference needs; providing ideas, industry developments and trends and any areas that will further advance the overall image and execution of the event

Secondary Duties:

- Works on special projects and other duties as required helping to promote department's and Association's success
- Remains current with latest meeting/exhibits programs to further drive success of the department and industry
- Responds to questions from all stakeholders regarding AHP meetings/exhibits offerings
- Assists in accountability and maintenance invoices for meetings & events
- Assists in providing assistance for any on-site office events
- Assists with supplier and third-party vendor management where assigned
- Other administrative duties as assigned

Position Specifications:

Training/Certifications:

- Bachelor's degree preferred
- 3-5 years of progressive responsibility for the management and administration of meeting/exhibit programs
- Certified Meeting Professional (CMP) designation preferred

Essential Skills/Knowledge:

- Strong knowledge in execution of meetings/exhibits programs, logistics, onsite management
- Broad understanding of the healthcare philanthropy industry and environment
- Knowledge in budget management and conceptual understanding of meeting/exhibit costs to overall budget maintenance
- Delivery and development of meetings/exhibits programs
- Experience with major business software application (Microsoft Office Suite, etc.)
- Expertise with iMIS database software
- Strong communication skills in written and verbal formats; showcases clear and concise manner
- Proficiency in project management to effectively manage schedules and deadlines for ongoing initiatives
- Ability to work as part of a team and to work independently; a self-initiator, versatile
- Strong organizational skills
- Problem-solving skills
- Strong time management skills
- Strong interpersonal and diplomatic skills
- Strong business and stakeholder relationship-building experience

Essential Competencies & Behaviors:

- Demonstrative abilities in collaborative team building and consensus
- Ability to maintain good rapport with all departments
- High level demonstration of detail orientation
- Ability to cope within a fast-paced work environment
- Ability to manage multiple projects with minimal supervision
- Ability to understand the importance of the position for the success of the business
- Demonstrated ability to be flexible and resilient
- Demonstrates a willingness to embrace change and adapt strategies as needed
- Self-motivated and capable of building business partnerships
- Ability to be innovative and solutions-based
- Ability to elicit cooperation from a wide variety of sources