

Position: Director of Conference Operations
Department: Conferences
Reports To: Vice President, Operations and Strategy
Status: Full Time, Non-Exempt

Position Summary:

The Director of Conference Operations has strong management experience and will lead a team of experienced Project Managers and meeting professionals to execute high impact conferences and events. The ideal candidate is well-versed in industry standards and understands strategic planning and logistics support. They will also be available to lead large events and support their team when additional assistance is needed for sourcing/contract negotiation, food and beverage, audio visual, speaker/VIP management, project and budget management. This position will also focus on proposal writing and marketing of meeting and event planning services to existing and prospective customers.

Essential Duties and Responsibilities:

Manage conference operations and strategy

- Drive innovation in the Conferences department with a willingness to test new approaches while balancing 'big picture' thinking with tactical execution.
- Manage staff assignments within the Conference department.
- Develop budgets and forecasts in consultation with Project Managers and finance team.
- Implement cost savings strategies that do not adversely impact meetings and events.
- Implement and maintain policies, procedures, and resources for successful delivery of meetings and events based on industry standards.
- Manage assigned teams on high visibility or large conferences and support meeting planning including sourcing, contract negotiation, budget development, food and beverage, and audio-visual production.
- Work with hotel National Sales Office contacts to further client and corporate objectives.
- Consult with Project Managers and clients as needed to advise on designing and executing in-person, hybrid, and virtual events.
- Oversee review and reconciliation of conference expenses.

Supervise and mentor conference department staff

- Oversee a team of Project Managers and meeting professionals in their daily activities with an emphasis on coaching to support skill building and career development.
- Foster our culture of teamwork and collaboration.
- Delegate meeting and event responsibilities based on staff availability and skill.

Marketing and proposal efforts

- Lead and contribute to RFP (Request for Proposal), RFQ (Request for Quotation), and RFI (Request for Information) efforts to meet INFINITY's business objectives.
- Maintain effective communication with Government Project Officers and key clients.
- Participate in business development efforts and exploratory calls with prospective clients.

Required Knowledge, Skills & Abilities:

- 5 years of people management experience and direct supervision.
- Proven leadership skills with ability to grow a team by motivating, coaching, consistently providing feedback and leading by example.
- Knowledge of Federal Government Travel Regulations (FTR) preferred.
- Demonstrated experience with Federal Government clients preferred.

- Knowledge of financial processes, ability to prepare budgets (in Excel), and ability to manage multiple activities and priorities concurrently.
- Ability to negotiate with venues and vendors to ensure the highest value and quality of services.
- Federal Government and private sector proposal writing/marketing skills and experience preferred.
- Analytical, organizational, and problem-solving skills.
- Highly proficient in Word, Excel, and Adobe Acrobat DC.
- Experience with and high comfort level with event technology.
- The ability to navigate challenging situations with diplomacy.
- Excellent oral and written communication skills, interpersonal and customer service skills.

Acceptable Education, Training & Experience:

- 15+ years of experience in the field of conference and/or exhibit show planning and multi-project/team management (including 5+ years specifically in the Federal Government arena).
- Bachelor's degree or equivalent years of experience required.
- CMP or CGMP certification preferred.