

# JOB DESCRIPTION

**Position:** Project Manager, Operations

**Reports To:** General Manager

To deliver all programs with seamless execution, positive attitude and overall management, producing optimal client satisfaction.

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## KEY RESPONSIBILITIES:

### CLIENT RELATIONS:

- Manage assigned projects; project timelines, critical paths, tasks, budgets and resources
- Work with Project Team to provide client with proactive consultation throughout program development and execution including direction/key decisions related to the program design, location, negotiations, financial management and contingencies...
- Work with Project Team to seek opportunities to enhance service and profitability while working within the parameters established by signed supplier contracts, Letter of Agreement and client approved budgets
- Manage all aspects of program to provide and achieve the highest levels of customer service and program (client) objectives
- Nurture relationships with clients to ensure positive working relationship and to develop new business opportunities and business solutions
- Preparing for and attending client meetings including the preparation of meeting agenda and client contact report (post meeting)

### BUDGET MANAGEMENT

- Financial management: monitor and manage the project budget, providing necessary information to Finance and Account Executive
- Maintain profit margins and increase where possible
- Manage all expenses and revenues including client invoices, supplier payments and all cash advances – within approved budget parameters
- Maintain accounting sheets
- Ensure all invoicing and supplier payments are adhered to as per Letter of Agreement and supplier contracts
- Complete final budget reconciliation and accounting sheets

### WEBSITE DEVELOPMENT AND REGISTRATION

- Work closely with Project Team to ensure registration integrity, accuracy and timelines
- Manage and oversee the development of Web Site(s) and Registration Form(s) (on-line and manual); as well as reporting and communication requirements

### CREATIVE ELEMENTS AND CONTENT

- Manage the production of program collateral, signage and gifts, including design, content development and delivery
- Keep within approved budget parameters and flag overages
- Manage website and other written content as required for program

#### PROGRAM DEVELOPMENT AND EXECUTION

- Review program binder
- Create and manage Critical Path
- Set up transfer meeting with all team members
- Plan and manage the site inspection(s) as required
- Manage and lead team members as dictated by the scope of the program
- Manage and implement all complex logistical elements of program (AV, F&B, transportation, meeting space logistics, speaker selection, entertainment, etc)
- Manage a variety of third-party services including hotel, DMC, entertainment, production, promotional, technical and creative design
- Liaise with Group Travel Specialist for group air blocks
- Manage Support Team functions on assigned programs
- Track project hours, make adjustments and re-assignment of tasks when appropriate
- Track hours and provide necessary reports for hourly billed clients
- Create and implement alternate plans as needs arise; trouble shoot
- Attend meetings as required
- Responsible for completing timesheets, expense reports, cheque requisitions and reports in accordance with company policies
- Ensure Trip Director contracts are signed and in binder and manage all on site requirements for TD's, including timely delivery of airline tickets, trip binders and cheque advances
- Manage reconciliations of final bill and all post-program deliverables
- Manage the coordination of all post program reports and surveys

#### GENERAL

- Maintain and develop a strong working knowledge of computer software programs in use at IQ
- Develop a thorough knowledge of company operation, policies and standards
- Assist with quotes as required
- Occasional attendance at industry functions
- Other tasks as required

#### **BASIC SKILL SET REQUIRED**

##### EDUCATION / EXPERIENCE

- Minimum of five (5) years industry related work experience
- Minimum of grade 12 education plus continuing education courses
- Strong Microsoft Office skills (excel, word, email etc...)

#### COMPETENCIES

- Takes personal accountability for all steps through to completion of tasks within prescribed deadlines
- Exceptional client and vendor management skills
- Demonstrated ability to be highly detail-oriented while maintaining “big picture” perspective
- Deadline-driven and ability to work well under pressure by prioritizing
- Excellent written and verbal communication skills
- Superb customer service skills and professional appearance
- Positive attitude and team player; able to work effectively with all types of individuals
- Strategic thinker and solution-oriented
- Ability to perform multiple tasks, and handle multiple assignments simultaneously with efficiency and accuracy
- Logical and organized approach to work: organized, efficient and detail-oriented
- Deals well with difficult situations and/or difficult people

#### WORKING CONDITIONS

- Some weekend and evening work required
  - Some out of town travel required
  - Parking provided
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