



POSITION DESCRIPTION

1. General Information

Position title	Conference Manager
Status	Exempt, 37.5 Hours
Reports to (title)	Director, Office of Scientific Meetings & Conferences
Department	Office of Scientific Meetings & Conferences
Date	12/5/2019

2. Primary Function

As the Conference Manager, you will be part of a team that supports the FASEB scientific conferences. You will be accountable for the day to day operation of eight to ten annual scientific conferences of 100-200 attendees. Responsibilities include, but are not limited to, managing events, projects, reporting and budgets; collaborating with meeting, marketing, and grant professionals; and apply knowledge of meeting technologies, processes, and practices.

3. Major Duties and Responsibilities

Rank (add more as needed)	Duty/Responsibility	Percentage of time
1	PROJECT MANAGEMENT	10
	<ul style="list-style-type: none"> Serves as lead meeting manager for assigned projects. Establishes meeting budgets, planning timelines and deliverables. Holds effective and regular project status meetings with internal and external stakeholders. Delivers regular, timely, and accurate project reports to include registration, exhibit/sponsor reports, financial updates and task updates. Prepares and distributes conference closeouts, reporting, data collection, evaluations. Maintains historical records on the conference for future planning and budgeting of the event. Monitors meeting support deliverables and alerts FASEB leadership to project scope changes. Advises meeting stakeholders of best practices and makes recommendations for process improvements. Assists in strategic planning processes to achieve long term conference goals. 	
2	MEETING MANAGEMENT	35
	<ul style="list-style-type: none"> Makes arrangements for VIP/staff housing, Monitors housing reservation reports and pick-up at contracted hotels, works with hotels to prevent liabilities and attrition fees. Prepares RFPs and obtains quotes for meeting supplies and services. Reviews and negotiates venue contracts for current and future meetings, ensuring that contracts and/or proposals are on file and appropriate blocks and meeting space are secured. Negotiates contracts and pricing. Makes space assignments, and prepares diagrams and floor plans for meeting rooms, offices, and registration area. Prepares signage for meeting needs. Prepares electrical, A/V equipment, and food and beverage orders. 	



	<ul style="list-style-type: none"> • Arranges for offsite events and group activities. • Advises in the development of the registration process and business rules, badge preparation/printing. • Assists with exhibitor/sponsor programs fulfillment. • Coordinates shipment to/from meeting. • Other logistical tasks necessary for the success of the meeting. 	
3	CONFERENCE WEBSITE/PROGRAM	15
	<ul style="list-style-type: none"> • Sets up and/or updates abstract submission process and guidelines. • Collects bios, abstracts, speaker materials, and maintains program schedule. • Coordinates the review of abstracts with stakeholders and prepares abstract notification letter as needed. • Maintains speaker database and prepares invitation letters as applicable. • Prepares oral and poster presenter guidelines. • Develops website content, updates and posts information to event website when applicable. • Uploads data/content for mobile app as applicable. • Develops marketing, promotional, informational eblasts for meetings, as needed. • Prepares call for abstracts, save the dates, promotional materials, flyers, forms, and slides. • Collects material for development of digital program/abstract book as well as other attendee materials. 	
4	STAKEHOLDER COMMUNICATIONS AND CUSTOMER SERVICE	20
	<ul style="list-style-type: none"> • Coordinates and communicates with internal (e.g. accounting, publications, marketing) and external (program committees, attendees) stakeholders. • Provides customer support to conference stakeholders, including speakers, attendees, vendors, sponsors, and the general public, through the event website, emails, phone calls, and through disseminated documents to address logistical arrangements and questions. • Establishes supportive and guiding relationships with stakeholders (primary conference organizers and volunteer co-organizers) to facilitate the planning process for each conference. 	
5	ONSITE STAFFING	10
	<ul style="list-style-type: none"> • Monitors and enforces as needed the guidelines, policies, and procedures related to the conference. • Maintains operations during meetings, provides assistance to registrants regarding housing, session location and general information. • Provides onsite management to selected meetings: prepares detailed instructions for facilities, suppliers and staff; maintains a staff office; provides meeting/stakeholders with administrative support and conference management; liaisons with conference venue staff and/or onsite vendors; supervises set-up of meeting rooms, A/V, food & beverage, etc.; provides general guidance to participants, and coordinates social activities. • Supervises facility/vendor services and oversees support staff. 	
6	FINANCIAL OVERSIGHT	10
	<ul style="list-style-type: none"> • Works with stakeholders to set registration fees for meetings. • Prepares and submits credit applications to set up master accounts at hotels and facilities, as needed. • Reviews financial reports (registration, exhibit, advertising, sponsorship funding and miscellaneous income and relevant expenses). • Reviews and codes facility and vendor invoices for payment. 	



	<ul style="list-style-type: none"> Oversees meeting finances and financial report. 	
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Incumbent is expected to perform other duties as assigned by their immediate supervisor in support of the organization's goals and FASEB's needs.

4. Direct Reports

Position titles of direct reports	# in position	# supervised by direct reports	
		Exempt	Non-exempt

5. Knowledge & Skills	Indicate the minimum education level (or equivalent experience) required in your position.		List the skills applicable to your position and indicate the minimum proficiency required: A= Novice; B= Proficient; C=Expert		
	Check those which apply		Subject or major field of study	Skill (Specify equipment/system, e.g., MS Word, Communication Skills, Customer Service)	Minimum Proficiency
	x	High school		Contract Negotiations	C
		Prof/technical		Verbal and Written Communication/Public Relations	C
	x	College courses (Bachelor's degree preferred, or equivalent combination of education and experience)		Interpersonal Skills, Team Work, Collaboration	C
		Bachelor's degree		Innovation, Problem Solving, Judgement, Discretion	C
		Master's degree		Ability to Meet Deadlines & Changes	C
	x	Other	5 years of meeting/conference planning experience. Experience developing and implementing meeting plans.	Customer Service, Demonstrated proficiency in proofreading and English grammar Ability to retain composure in stressful situations	C
				Attention to Detail	C
				Budget Preparation Skills	C
				MS Office Skills, project planning/sharing software, and Adobe. Experience with Office 365 a plus.	C
				Organizational Skills	C
			Supervisory Skills	B	

6. Key Decisions & Guidelines	Give two or three examples of decisions you make or actions you may take without prior approval.		Coordination of abstracts with reviewers, updating meeting website, making arrangements with facilities/vendors and preparing orders	
	Give two or three examples of decisions you refer to a higher authority.		Convention center, vendor, and hotel contract terms and sign off.	
	Indicate any special policies, formal procedures, or precedents that guide your work.		Speaker reimbursement policies, abstract guidelines and policies, stakeholder hand book if available, meeting management agreement.	



7. Working Relationships	Position	Department/Organization	Purpose (What is important is the content of these interactions. Describe what happens as a result of these contacts)
	Director of Sales	Hotel/convention	Obtains, exchanges info and gives instructions.
Director of Catering	Hotel/convention center	Obtains, exchanges info and gives instructions.	
Company Representatives	Suppliers	Obtains, exchanges info and gives instructions.	
Marketing Representatives	Exhibit Companies	Obtains, exchanges info and gives instructions.	
Staff	Financial Services	Obtains, exchanges info and gives instructions.	
Staff	Publications	Obtains, exchanges info and gives instructions.	
Staff	Societies	Obtains, exchanges info and gives instructions.	
Staff	Telecommunications	Obtains, exchanges info and gives instructions.	
Staff	Abstract Submission	Obtains, exchanges info and gives instructions.	
Staff	Database Management	Obtains, exchanges info and gives instructions.	
Staff	Marketing and Social Media Development	Obtains, exchanges info and gives instructions.	
Client	Various	Obtains, exchanges info and gives instructions.	

8. Working Conditions	<p>This position requires sitting (80%), standing (5%), and walking (15%). Additional physical requirements are as follows:</p> <ul style="list-style-type: none"> Occasionally requires lifting materials of approximately 20-30 lbs. Requires computer work involving extensive use of keyboard, mouse and monitor. Working long hours sitting, standing, walking on site at meetings.
	<p>Work Environment/Conditions:</p> <ul style="list-style-type: none"> Dayshift hours primarily. Willingness to travel to events as needed and to manage onsite event operations (10% occasional nights and weekends). This is a demanding position requiring the ability to multi-task for multiple stakeholders; constantly shifting priorities based on stakeholder/event needs and changes; motivating and prompting teams to follow through with timely delivery of projects; adhering to timelines and meeting project deadlines.