

POSITION DESCRIPTION



HIGHER LEARNING COMMISSION

Job Title: Meetings and Events Manager

Date: September 1, 2021
Department: Meetings and Events
Supervisor: Director of Meetings and Events
FLSA Status: Exempt
Supervisory: No direct supervision

Position Overview

The Meetings and Events Manager plans, organizes, and executes virtual, hybrid, and in-person events and meetings for HLC. The Manager leads the planning and logistical support for assigned HLC events and collaborates in developing, implementing, and supporting processes for HLC leadership initiatives. Working with the Director of Meetings and Events, the Manager assists with HLC's Annual Conference, including securing and managing support for the event- managing the exhibitor program- and overseeing speaker management.

Duties and Responsibilities

- Manages event logistics for assigned HLC meetings and events including, but not limited to:
 - Site/platform selection
 - Hotel and vendor contract negotiation
 - Registration management
 - Housing tracking and management
 - Creation of meeting specifications and/or run of show
 - Determining floor plans
 - Ordering audio-visual equipment
 - Arranging ground transportation, and other meeting details
- Serves as on-site or virtual logistics support for HLC staff, VIPs, event facility staff, and all vendors. Travels to events, as needed, and manages all event details including, but not limited to:
 - Conducting pre-conference operations meetings
 - Walk-throughs and/or simulations
 - Supervising room setups
 - Managing food and beverage events
 - Implementing the signage plan, and troubleshooting any on-site issues
- In consultation with the Director, prepares, tracks and reconciles event-specific budgets, anticipating costs of technical and logistical needs, adhering to overall budget for each event
- Generates and maintains event production schedules, tracking all details throughout the planning cycle of each meeting and event, using HLC adopted technology
- Tracks meeting/event details for historical purposes, including event participation numbers, registration trends, housing pickup numbers, on-site consumption and other meeting/event details
- Assists the Director in the sourcing process to secure future sites for the Annual Conference
- Manages and supports the exhibitor program for the Annual Conference in collaboration with the Director.

- Oversees speaker management for the Annual Conference through HLC's presenter management software, working closely with the Coordinator, Meetings and Events, to ensure effective preparedness, performance and satisfaction
- Collaborates with team members and other departments to ensure that all events achieve the organizational and financial goals
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- Provides process, procedural, program, and administrative support for the Director
- Interacts with internal and external stakeholders as required
- Performs basic financial tasks, such as check and credit card processing, budget preparation and management
- Participates in orientation and training of staff
- Embraces new work challenges and technology
- Maintains technology skills needed for position and adapts to technology changes as required
- Performs other duties as assigned

Qualifications and Competencies

- Bachelor's degree
- CMP certification required, or equivalent industry experience
- At least 5-7 years of relevant work experience in meeting and event planning
- Meeting or event planning experience for in-person events required; virtual and hybrid experience preferred
- Experience with virtual platforms such as Zoom, Teams, and GoToWebinar
- Project management experience strongly preferred
- Proven track record at effectively managing event production schedules to successfully plan and actualize live, virtual and multi-channel events
- High degree of experience with standard office software and meeting planning technology required.
- Experience with Smartsheets, or another project management tool, Aventri, and CadmiumCD's suite of products is preferred.
- Technical and professional skills in management as well as strong organizational, problem solving, and communication skills
- Strong interpersonal and collaborative skills required to give direction and guidance to individuals involved in event/meeting planning assignments
- Excellent written and verbal communication skills
- Strong time management and organizational skills
- Experience negotiating contracts preferred
- Demonstrated ability to work well under pressure and meet deadlines
- Ability to handle multiple tasks and changing priorities with minimal supervision
- High level of discretion, ability to handle sensitive information required
- Must be able to periodically work non-standard hours and travel on HLC business

The information in this position is intended to generally describe the duties and responsibilities and qualifications and competencies of the above-named position. This position is not an exhaustive list of all the responsibilities and requirements of the position. HLC reserves the right to modify this position description at any time.