

# Job Title: Meetings and Events Manager

---

**Date:** September 1, 2022  
**Department:** Meeting 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 in support of HLC's member education and training needs. The Manager focuses on planning and logistical support for assigned HLC events, working closely with Member Education and Training on event delivery.

## Duties and Responsibilities:

- Leads discovery meetings with the Education, Training and Events Coordinator and Member Education and Training team to determine event specifications; collaborates on event production schedules
- Manages event logistics for assigned HLC meetings and events including, but not limited to:
  - Sourcing
  - Providing site/platform recommendations to the Director
  - Negotiating hotel and vendor contracts
  - Managing event pre-registration (including site-building)
  - Tracking and managing housing
  - Creating meeting specifications and/or run of show; reviewing it with venue staff
  - Diagramming floor plans
  - Ordering audio-visual equipment
  - Arranging ground transportation
  - Serving as primary point of contact for vendor/venue contacts
- Collaborates with Coordinator and Communications department on building and testing registration sites
- Travels to events and manages all event details including, but not limited to:
  - Conducting pre-conference operations meetings
  - Walk-throughs and/or simulations
  - Supervising room setups
  - Managing on-site registration desk
  - Managing food and beverage events
  - Implementing the signage plan
  - Troubleshooting any on-site venue related issues
- Serves as on-site or virtual logistics support for HLC staff, VIPs, event facility staff, and all vendors; manages participant experience on site, addressing any needs or concerns

- Prepares, tracks, and helps Director reconcile event-specific budgets, anticipating costs of technical and logistical needs, adhering to overall budget for each event, and finalizing billing
- 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 Vice President of Education, Training, and Events, the Director of Meetings and Events, and the Annual Conference committee with development and delivery of the annual conference, specifically responsible for supporting virtual components and addressing F/B, A/V, and staffing needs
- Collaborates with team members and other departments to ensure that all events achieve organizational and financial goals
- 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
- Maintains technology skills needed for position and adapts to technology changes as required
- Performs other duties as assigned

## Qualifications and Competencies:

- Bachelor's degree required; CMP preferred
- Three to five years of relevant work experience in planning and hosting in-person meetings and events; experience with virtual and hybrid meetings and events 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
- Experience with registration, project management, and content management software 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
- Willingness to travel for events, including overnight trips (25%)

Previously Revised: September 2021

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.