
Conference Manager

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OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communications technology (ICT) profession. Our vision is to be the preeminent ICT global authority with focused values in integrity, service and excellence.

SUMMARY

The Conference Manager oversees and executes one of BICSI's two flagship conferences from inception to completion, working multiple years in advance on the assigned conference, and is also responsible for managing other assigned events. To perform this job successfully, the manager must understand and conceptualize an event plan from an initial, big picture vision to implementation of a detailed project plan; must have expertise in large conference events; must have knowledge of organizational policies and procedures; and must be able to perform each essential function satisfactorily. The individual in this role is meticulous and must also possess excellent customer service and project management skills. The Conference Manager works collaboratively with other Meeting Services team members, as well as cross-departmentally to evolve and grow BICSI's conference portfolio. The position reports directly to the Vice President of Meeting Services.

SUPERVISORY ROLE

Supervises some department employees.

DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

Strategy and Growth

- Contributes to the development of BICSI's overall Meeting Services portfolio aligned with BICSI's Strategic Plan, including shaping the future in such areas as format, delivery, and globality.
- Implements strategies to grow the conference portfolio to expand conference offerings.
- Develops conference concepts, themes, and objectives in collaboration with VP of Meeting Services.
- Collaborates with the Vice President of Meeting Services, the SVP of Marketing and Communications, and corresponding vendors to ensure the conference aligns with and supports the organization's brand standards and messaging, as established by the marketing department.
- Collaborates with the Vice President of Meeting Services, internal departments, and vendors to implement visual and technical enhancements that elevate the attendee experience and align with the conference's goals and standards.

Financial Management & Reporting

- Oversees conference budgets in collaboration with the Vice President of Meeting Services, ensuring financial goals are achieved and expenses are effectively managed.
- Coordinates with key stakeholders to track and document all projected and actual costs, maintaining budget alignment throughout the planning process.
- Works closely with the finance and accounting department to ensure payments, invoices, and expense reports are processed in a timely manner and proactively assists with resolving outstanding receivables and payables.

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- Prepares comprehensive financial reports and forecasts, delivering detailed analyses and executive-level summaries to support decision-making.

Planning, Onsite Execution & Post Conference Management

- Manages and oversees operational and logistical aspects of assigned BICSI conferences, including onsite event production and virtual conferences (if applicable), and support for volunteer group meetings in coordination with volunteer group staff liaisons to ensure smooth execution.
- Develops and maintains comprehensive event processes for the BICSI Conference portfolio, including conference-related reports, comparison graphs, and performance statistics.
- Develops and maintains accurate conference specifications, including the creation and upkeep of the conference resume book to ensure seamless execution.
- Manages hotel accommodations, including room block tracking, historical data management, and the preparation and communication of BICSI staff and VIP rooming lists.
- Collaborates with the Vice President, Meeting Services to oversee hotel contract terms and conditions to maximize value and mitigate risks.
- Collaborates with the Professional Development department to support the speaker selection process, including assisting onsite speaker management and ensuring speakers' needs are met during the conference.
- Ensures accurate and timely entry of conference-related data into the centralized data warehouse, in collaboration with other internal departments. Collaborates with the marketing department to provide necessary content and updates for the conference website and with the IT department to support mobile app functionality as needed.
- Partners with the marketing team to review and contribute to promotional strategies and materials for conferences, ensuring effective audience engagement.
- Supports the development of exhibitor and sponsorship opportunities, contributing to content creation for BICSI's Exhibitor Prospectus.
- Manages the design and execution of the exhibit hall floorplan, including specialty areas such as the Cabling Skills Challenge (CSC), in collaboration with the Professional Development department. Guides Exhibit and Sponsorship Specialist in floorplan development and booth selection, and ensuring all specialty areas align with operational and logistical requirements.
- Oversees exhibit and sponsorship deliverables, ensuring the following are achieved:
 - Obtaining all necessary facility and fire marshal approvals.
 - Processing exhibitor and sponsorship applications, maintaining sales reports, and ensuring clear communication.
 - Maintaining exhibitor records and booth selection processes.
 - Ensuring fulfillment of exhibitor and sponsorship commitments.
- Manages registration process in collaboration with the Event Registration Specialist and other internal departments to ensure timely and efficient registration launch and seamless onsite setup at conference.
- Processes post-event rosters in a timely manner and ensures accurate assignment of Continuing Education Credits (CECs) to attendees for BICSI Events.
- Conducts comprehensive post-event analysis, including creating detailed event reports and attendance comparison graphs by conference and/or event for future planning and evaluation.

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Vendor Management

- Researches and recommends vendors for conference-related activities to the VP of Meeting Services, including solutions for content management systems, virtual conference platforms, mobile applications, lead retrieval tools, and more.
- Collaborates with the VP of Meeting Services and Legal Affairs to review and update contract language as needed to ensure terms align with organizational requirements.
- Facilitates contract execution by obtaining necessary approvals and signatures to secure dates and services once vendor selection finalized.
- Manages event vendor relationships, ensuring all contractual obligations are fulfilled while maintaining high-quality standards across services such as audio-visual/production, catering, hotel operations, and general services contractors.

Continuous Improvement and Ancillary Responsibilities

- Supports BICSI's organizational goals by actively contributing to the success of conferences and events through collaboration and innovation.
- Provides backup support for other conference and event managers, ensuring seamless operations during absences or peak activity periods.
- Manages or assists with additional meetings and events, including Board-related meetings during or outside of conferences, as assigned, while maintaining high standards of execution and service.
- Keeps current with industry trends and technologies, applying insights to enhance the attendee experience and improve service to members.
- Recommends and implements approved innovative ideas and best practices to increase the effectiveness, performance, and efficiency of events and related processes.
- Adapts to evolving organizational needs, performing other duties as assigned, while maintaining flexibility with a high level of integrity, service, and excellence.

REQUIRED SKILLS/ABILITIES

To perform this job successfully, this individual should have:

- **Conference Planning and Logistics:** Proven ability to plan, organize, and execute in-person, virtual, and hybrid conferences, including logistics, venue coordination, technology integration, and attendee services.
- **Budget and Financial Management:** Strong skills in financial oversight, cost tracking, and vendor contract negotiation.
- **Project Management:** Ability to prioritize tasks, manage multiple projects, and meet deadlines using project management tools.
- **Communication and Collaboration:** Excellent verbal and written communication skills; collaborative and team oriented.
- **Technical Proficiency:** Knowledge of event management platforms, association management systems, content management systems, virtual tools, collaboration platforms (Teams, Zoom, Jira) and Microsoft Office® Suite (Word, PowerPoint, Excel, Outlook, Project, Visio).
- **Problem-Solving and Adaptability:** Effective at anticipating challenges and implementing solutions quickly.
- **Customer Service Orientation:** Skilled in delivering exceptional experiences for attendees, exhibitors, and sponsors, and professional approach to resolving inquiries and addressing issues.

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- **Leadership and Teamwork:** Proven ability to lead teams, provide guidance, and foster positive working relationships.

TRAVEL

Up to 20% travel including two (2) one-week conferences each year, site visits, and industry events. Must have or be able to obtain a valid U.S. Passport.

EDUCATION AND EXPERIENCE

- Bachelor's degree in event management, hospitality, business administration, or a related field is required.
- CMP, CMM, or equivalent certification is preferred.
- Experience:
 - Minimum of five (5) years of experience in meeting/event planning, including managing budgets and vendor coordination, and a minimum of two (2) years of staff management experience is required.
 - Demonstrated experience in trade show and sponsorship management is preferred.
 - Familiarity with data analytics and reporting for event performance is a plus.
 - Nonprofit association experience is preferred.

PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 25-50 pounds and stand/walk onsite at events for long durations. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. This position will require hours on the road when out of the office and when in the office, the work environment is a cubical atmosphere, where low to moderate phone conversations, noise or sound will be heard from or made by others sitting around you. It is usually pleasant with minimal loud disturbances.

COMPETENCIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures. Ability to calculate figures and amounts such as budget forecasting, discounts and percentages.

Problem-Solving – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in group problem-solving situation; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and on budget; Manages project team activities.

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Customer Service – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.

Change Management – Builds commitment and overcomes resistance; Prepares and supports those affected by change.

Leadership – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

Mentoring – influencing the career development and career satisfaction of direct reports by acting as an advocate, coach, teacher, guide, role model, benevolent authority, door opener, resource, cheerful critic, and career enthusiast.

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness – Develops proposed budgets. Works within approved budget; Conserves organizational resources.

Organizational Support – Follow policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents idea and information in a manner that gets others' attention.

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Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity.