

International Society of Arboriculture

Headquarters Position Description

Job Title: Conference and Event Manager
Department: Sales and Marketing
Reports to: Director of Sales and Marketing
FLSA Category: Exempt
Salary Grade: 16
Date revised: February 7, 2018

SUMMARY

The International Society of Arboriculture (ISA) is a non-profit membership organization that serves the needs of tree care professionals, and promotes the profession of arboriculture around the world. ISA is known as the industry authority on research, education and professional development. Each role in the organization plays an important part in delivering excellent member benefits and customer service.

The Conference and Event Manager is responsible for organizing and managing ISA's annual conference and tradeshow, tree climbing championships, and various other meetings and events, both domestic and international. This position is responsible for pre-planning and execution of all event activities in coordination with key stakeholders to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any issues that arise. The Conference and Event Manager plays a critical role in developing creative and strategic event solutions while providing outstanding customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Understands ISA's mission and adheres to organization and staff core values.
- Leads and coordinates all aspects of conferences, meetings, tradeshows and other events for multiple clients, including pre-planning, on-site execution and post-event wrap-up; specifically, coordination of housing, registration, audio/visual, shuttle bus, F&B, including recommendations for site selections. This includes managing the policy and bidding process, ensuring that ISA-supported events follow a bid rotation, and fulfill the requirements outlined in the event contract.
- For conference and tradeshow event management, oversees floorplan management, management of general service contractors, security,

exhibitor service kit development, registration management, and convention partner. Also contributes to the development of ancillary meeting materials.

- Visits potential convention and meeting sites and works with convention centers, hotels, convention/tourist bureau officials, and local suppliers to inspect facilities and negotiate venue contracts for the ISA Annual International Conference and various other events.
- Oversees financial management responsibilities, including budget creation, monitoring revenue/expense performance. Reviews event supplier invoices for accuracy and approves payment.
- Manages staff and volunteer assignments at Annual International Conference and the International Tree Climbing Championship and secures guest accommodations for ISA staff and Board of Directors.
- Provides onsite management to ensure that all arrangements are executed properly. This includes ensuring that assistance is provided to attendees regarding general information, registration, housing, transport, communication, entertainment, audiovisual arrangements, and security. It also includes all contact with local vendors and suppliers.
- Proactively manages changes in project scope, identifies potential crises and devises contingency plans.
- Takes accountability to review and ensure adherence to all project documents, contracts and agreements.
- Adheres to and develops processes related to meetings and events that ensure consistent service to event partners, sponsors, and attendees.
- Works with ISA Components to contract and support an annual Regional Congress.
- Provides superior levels of customer service to promote a positive customer experience for all attendees and partners associated with ISA meetings and events.

Supervisory Responsibilities

Yes; two direct reports.

Management responsibilities include: interviewing, selecting, and training employees; planning, assigning, and directing work; evaluating performance; resolving conflict, and promoting positive employee relations in a collaborative work environment.

QUALIFICATIONS 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.

Education and/or Experience

- Bachelor's degree or higher preferred in a related degree program from an accredited college or university. Will consider candidates with an equivalent combination of education and experience.
- At least five years of event management or related experience.
- Certified Meeting Professional (CMP) accreditation preferred.
- Experience in a non-profit or educational organization preferred.

Language Skills

- Fluent in English, both verbal and written. Fluency in additional languages is a plus.
- Ability to read and interpret documents such as contracts, policies, reports, and manuals.
- Ability to write reports and correspondence in a professional manner.
- Ability to speak effectively before groups of customers, co-workers, committees, and vendors.

Decision Making/Reasoning Ability

- Demonstrated ability to resolve problems with grace and diplomacy, even in situations that require immediate attention.
- Ability to complete projects accurately within deadlines.
- Ability to define problems, collect data, establish facts, develop conclusions, and determine appropriate action plans.
- Able to work independently, as well as with co-workers, committees, and volunteers, to complete projects.

Additional Competencies

- Strong organizational and time management skills with the ability to handle multiple projects simultaneously.
- Strong attention to detail.
- Ability to work effectively with a variety of individuals.
- Ability to interact positively in a team-based environment.
- Ability to make immediate decisions and communicate decisions to others.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to remain in a stationary position 80% of the time.
- Moves about inside the office to access file cabinets, office machinery, etc.
- Regularly operates a computer and other office productivity machinery such as calculator, copy machine, and computer printer.
- Frequently communicates with internal and external customers.
- This position requires occasional lifting, up to 30 pounds (13kg, 608g) individually or 50 pounds (22kg, 680g) with assistance, when working with event and trade show materials.
- This position requires the ability to move briskly through varying outdoor environments.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working conditions are normal for an office environment. Work may require occasional weekend and/or evening work.
- The noise level in the work environment is usually quiet to moderate.
- This position will require up to 40% travel within and outside the U.S.

Technology and Equipment

- Microsoft Windows 7 and Office 2013; proficient in Word, Excel and Outlook and SharePoint.
- Working knowledge PowerPoint.
- Ability to use database applications and the internet.
- Utilize web-based registration programs.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Signature

Date

Manager Signature

Date

HR Signature

Date