



Job Description

Job Title: Manager, Conference Services

Job Grade: P07

Manager's Title: Director, Member & Conference Services

Division/Department: Member & Conference Services

FLSA Status: Exempt

Core Values: As an organization AAMVA operates from the belief that core values are critical to individual success and effectiveness. The expectation being that every individual will exhibit behaviors consistent with the following core values:

- ❖ Integrity and honesty in every interaction
- ❖ Full accountability for individual behaviors
- ❖ Customer service that is professional, responsive and positive
- ❖ Innovation and creativity in planning and problem solving

Essential Duties and Responsibilities

Responsibilities include collaborating with internal staff and members to create RFPs for meeting/conference hotels and other venues, negotiate contracts for meeting services, and coordinate meeting/conference logistics.

Conference Services Procurement

- Collaborate with internal business owners to develop requirements
- Develop criteria, prepare RFPs, analyze responses and select sites for meetings
- Conduct site visits on behalf of the Association
- Successfully negotiate terms and condition of contracts
- Assist in the procurement of full service contractors for regional and annual conferences
- Collaborate with Finance Department to ensure procurement and financial policies are being followed

Pre-Meeting Management

- Collaborate with internal business owners to develop specific meeting needs
- Manage and/or supervise logistics for all assigned meetings to include, but not be limited to:



- a. venue selection
- b. sleeping room/rooming list
- c. meeting room requirements
- d. A/V requirements
- e. F&B requirements
- f. transportation
- g. integration of exhibit hall requirements
- h. shipping
- i. ordering of conference items
- j. provide guarantees to venues as required
- k. other requirements as needed
- Develop and manage planning schedules for event and personnel
- Assist in the development and management of budget
- Collaborate with Marketing & Communications Department to:
 - a. Promote meeting
 - b. Prepare meeting scripts
- Manage the preparation and roll-out of meeting applications as needed

On-site Meeting Management

- Meet with hotel and other venues to ensure all requirements are met
- Manage logistics and changes in requirements as they occur to include, but not limited to:
 - a. Meeting room requirements
 - b. A/V requirements
 - c. F&B requirements
 - d. Transportation
 - e. Other requirements as needed

Post-Meeting Management

- Gather post-meeting information from hotel/venues for statistical reporting
- Prepare financial close out documents related to hotel and venue charges
- Prepare documentation required for ethics reporting to members

General

- Assist in testing upgrades to association management system
- Develop business requirements for new or modified business process needs
- Research and recommend new applications to optimize and streamline association operations
- Collaborate with finance to ensure processes and standard operating procedures are developed and maintained as it pertains to meeting/services procurement and invoice close
- Responsible for maintaining Association's travel system as it pertains to meeting attendees
- Respond to member inquiries in a prompt, courteous and professional manner



- Maintain Association's internal calendar of events.
- Develop and maintain standard operating procedures guide for meeting management.
- Develop and maintain meeting templates as needed for requesting, procuring and servicing meetings.

Requirements

- Bachelor's degree and at least 5-7 years' experience in meeting management with progressive supervisory experience
- Experience in negotiating hotel, convention center, production contracts
- Excellent written and verbal communication skills
- Strong analytical and innovative problem solving skills
- Excellent customer service skills including the ability to develop strong relationships with colleagues, and internal and external constituents
- Ability to efficiently handle multiple priorities in a fast-paced environment with attention to detail
- Ability to travel including sometimes with short notice
- Ability to spend long days on feet, pack and move boxes/packages up to 25 pounds
- Demonstrated ability to work effectively with individuals at all levels of the organization
- Ability to communicate in both oral and written form, clearly and concisely with management and support staffs
- Ability to work independently, prioritize work assignments, handle many projects simultaneously, and be able to work under pressure and deadlines
- Proficient in Microsoft Word, Excel, for a PC environment