

INTERMEDIATE CONFERENCE CO-ORDINATOR

DOES THIS SOUND LIKE YOU?

You are professional, highly organized and detail-oriented who thrives in a demanding and task oriented environment. You are willing to work hard, can meet tight deadlines in a fast-paced and high-intensity environment while contributing to a positive customer experience.

You are an enthusiastic, eager, and hard working individual who is committed to growing your career in event planning and management.

The event coordinator plays a critical role in supporting the planning, coordination and execution of their assigned conferences. You will be involved with and responsible for event logistics, communications, and materials preparation.

This position also requires attendance at the events and that you contribute to customer service excellence for all conference speakers, delegates, sponsors and partners.

KEY RESPONSIBILITIES

Pre-Conference

- Provide direct support to the Event Manager
- Solicit and collect all speaker presentation and biographies for each event
- Solicit and collect logos from our conference sponsors
- Create and update sponsorship and speaker databases as needed
- Create templates for email correspondence to speakers, delegates and sponsors
- Manage necessary speaker and delegate correspondence in a timely manner (emails and phone follow-ups).
- Track complimentary passes allowed per sponsor; collect names and contact info for passes
- Forward all sponsor-speaker presentations to head of production and producer for review
- Manage room block and delegate rooming with hotels
- Oversee and coordinate the preparation of all on-site collateral including the delegate binder and CD
- Assist with tasks as required by Event Manager
- Liaise with the Project Team, including Sponsorship, Marketing, Conference Producer and the Event Manager to ensure all issues are resolved efficiently
- Prepare meeting materials, including signage and printing needs
- Collect and organize information for travel arrangements
- Identify A/V requirements with Event Manager and AV technicians
- Arrange the shipping of equipment and materials to venues

Onsite:

- On-site coordination of events

- Interact with customers, vendors and partners and project the most professional image and provide the highest levels of customer service
- Manage registration process to ensure that delegates, sponsors and speakers are greeted warmly and with expedience
- Build relationships with event speakers, attendees and exhibitors; ensure all their issues are resolved efficiently and in a timely manner
- Maximize the number of delegate evaluations by using a variety of tactics to encourage form completion
- Arrange for shipment of materials and equipment
- Create detailed Show Flow documents to ensure that onsite team is aware of all AV, Set Up and timing

Post-Conference:

- Prepare delegate list for distribution to sponsors
- Collect feedback forms not received onsite from sponsors/exhibitors
- Create thorough debriefing documentation

ESSENTIAL SKILLS AND QUALIFICATIONS

- Post-secondary event planning certification or equivalent experience
- 1 to 2 years experience in conference planning
- Highly organized, detail-oriented and efficient
- Creative, flexible and adaptable to changing priorities and developing conditions in a high-intensity environment
- Ability to adhere to organizational processes and tight deadlines
- Team player who is comfortable working with across different functional groups and levels of management
- Professional with a solid work ethic and willingness to learn
- Knowledge of audiovisual equipment and meeting technologies an asset
- Knowledge of hotel, travel and conference planning business an asset
- Proficiency with MS Office, Word, Excel
- Experience with MAC platform, CRM databases and Adobe Creative Suite an asset

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We provide timely information, best practices and actionable solutions for decision-makers in healthcare, education, public sector, financial services, energy and utilities, transportation and more. Through this, we strive to strengthen the foundation of Canada's economy and the quality of life for all Canadians.

We offer a prime downtown location in one of Toronto's best loft space buildings. We are proud to offer a diverse work environment, positive corporate culture, casual dress policy

and an environment that encourages teamwork and open communication. We provide ongoing training and mentor support.