

DIRECTOR OF CONFERENCE SERVICES JOB DESCRIPTION



March 2018

MISSION

The Director of Conference Services (DCS) is responsible for BUKSA's day to day operations including service delivery, training, account management, contract management, service quality and client satisfaction.

The DCS understands service delivery in the conference management /communications industry, is strong in people management, builds positive and long term relationships with clients, staff and suppliers, is accountable for financial performance, and thinks and plans strategically for growth.

The DCS has experience helping businesses grow. He/she has excellent communication and interpersonal skills, strong leadership, thrives in a fast-paced environment and is aligned with BUKSA's core values.

The DCS reports to the President and CEO. The position is based in Edmonton, with travel required.

ACCOUNTABILITIES

Lead, manage and be accountable for daily operations of the company

Establish, maintain and evaluate service quality standards and ensure customer satisfaction

Manage the conference delivery team

Account management; establish and maintain strong client relationships

Establish project teams; ensure effective and appropriate workflow and functioning

Oversee the preparation of proposals and contracts

Manage the innovation and creativity agenda into daily practices and event delivery

Actively contribute to our plans to grow the company – attend events, generate leads, make pitches, support sales efforts

Forecast staff requirements

Ensure KPIs are met for service delivery, project teams and individuals; hold staff accountable to meet indicators.

Work effectively with the senior management team, including sales, finance and campus managers

Coordinate training opportunities, and lead training where appropriate; ensure all staff has skills necessary for their position through regular monitoring of training needs.

Revise and/or formulate policies and processes for conference delivery

Other duties as may be required

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KEY COMPETENCIES

Accountability	Adaptability	Business Perspective	Creativity & Innovation
Judgement / Decision Making	Leadership	Problem Solving	Relationship Building
Resilience			

OTHER REQUIREMENTS

- University Degree, or equivalent experience
- Prior experience in conference management (minimum 5 years)
- Prior experience in project management (5 years)
- Experience working in small business, or leading a business unit within a large organization
- Experience managing individuals and teams (5 years)
- French language skills an asset
- Travel required
- Driver's license and own vehicle required
- Valid passport required

Compensation Commensurate with experience

Benefits Health Spending Account

APPLICATIONS

To apply, complete the Career History Form on the BUKSA website (www.buksa.com/Careers), and email it along with a cover letter and resume to careers@buksa.com by **March 30, 2018**.

Please note that this competition will remain open until a suitable candidate is found. Only applicants selected for an interview will be contacted.

Applications submitted without the Career History Form will not be considered.

Thank you for your interest in BUKSA Strategic Conference Services. We look forward to hearing from you!