

SENIOR EVENT MANAGER

Position is with the Event Management team located in Boston, MA and reports to the CSI Boston Director of Event Management and General Manager.

The Senior Event Manager is a seasoned event professional within the Event Management department, working both autonomously and with direction as needed, with exceptional organization skills and understanding of various types of events. The ideal candidate will have DMC operational experience and /or a broad range of different types of event experience, show initiative, and have a solutions oriented attitude. As a CSI employee and team member, it is required to understand the company vision, values and culture, to appreciate supervisors' guidance, be able to mentor junior staff and to respect and support colleagues. The employee's primary objective is to: *Create an exceptional experience, every time.*

CORE RESPONSIBILITIES:

- Create exceptional events.
- Understand event cycles and management functions, including; venue management, production coordination, hotel room blocks, vendor management, site inspections, and creative design and implementation.
- Operate internal and external programs as assigned by Director of Event Management.
- Understand and help execute client needs, creating a client/partner relationship.
- Conceptualize and lead strategic client programs, drive planning process and understand event scope.
- "24/7" contact for clients during programs.
- Add vision and creativity to client programs.
- Serve as team lead on large-scale programs and bring leadership and guidance to team members.
- Participate in discovery of new vendors.
- Manage budget of assigned events, and adhere to all financial deadlines.
- Cultivate upselling opportunities.
- Take active participation in site visits with Sales team and clients
- Develop and maintain communications in a cooperative and professional manner with all levels of staff, vendors, industry partners and clients.
- Self-educate or partake in CSI training opportunities.
- Mentor and guide junior event managers in professional development and job performance.
- Attend all scheduled Operations Meetings and Company Meetings, chair meetings in absence of Director of Event Management.
- Communicate to team and management of event and operational success and advise on best practices.
- Operate in Boston, MA office, Monday – Friday, 9:00am – 5:30pm, when not onsite or traveling.
- Be prepared to travel across the U.S. to operate programs as required (less than 10%).
- Report directly to Director of Event Management.
- Be aware of and abide by company policies in employee manual and company memos.

REQUIREMENTS:

- A bachelor's degree from an accredited college or university is required, but may be substituted with equivalent work experience
- 6+ years of experience in event industry.
- 4+ years of previous project and/or client management experience.
- 2+ years of people management
- Operational experience with destination management and DMCs.
- Solid experience with logistics involved with event planning and ability to manage clients.
- Ability to manage multiple clients and multiple programs at any one time.
- Outstanding customer service skills, particularly conflict resolution and being solutions oriented.

- Strong organizational and time management skills.
- Experience with budget management, financial tracking and contract negotiations.
- Proficiency in Microsoft office products, especially Excel, to maintain program financial data.
- Self-starter, willing to sell when not operating to bring in new business.
- Able to work autonomously yet collaborate as part of a team on workflows.
- Ability to learn new software introduced at CSI (knowledge of Salesforce a plus).
- Must be able to lift and carry approximately 25 lbs.
- Must be able to drive to work and to event venues.
- Must be able to work on feet 12-14 hours a day on-site as needed.
- Must be eligible to work in the U.S.
- Must be eligible to travel domestically and internationally.

CSI wants to have long-term employees who work well with their colleagues. We offer great health insurance coverage, a profit sharing program, 401(k) program and a generous PTO policy.

Qualified candidates will be contacted for an interview. No phone calls, please. Please email resume and cover letter to ainsley.onstott@csi-dmc.com