

TRANSPORTATION MANAGER

Transportation team at CSI Washington DC located in Falls Church, VA

The **Transportation Manager** is an integral part of the Transportation Department within the Event Management team, working both autonomously and with direction as needed, with exceptional organization skills and understanding of the logistics of moving people. The Transportation Manager will operate transportation-only programs while assisting Event Managers with the transportation components of other programs. The Transportation Manager also has the opportunity to both sell and operate programs. As a CSI employee and team member, it is required to understand the company vision, values and culture, to appreciate supervisors' and senior managers' guidance, and to respect and support colleagues. The employee's primary objective is to: *Create an exceptional experience, every time.*

CORE RESPONSIBILITIES

- Be an Event Management team member to create exceptional events.
- 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.
- Participate in discovery of new vendors.
- Manage budget of assigned events, and adhere to all financial deadlines.
- Cultivate upselling opportunities.
- 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.
- Attend all scheduled Operations Meetings and company meetings.
- Communicate to team and management of event and operational success and advise on best practices.
- Monday through Friday at the Falls Church, VA office and weekend and evening work based on the requirement of assigned programs.
- Prepared to travel across the U.S. to operate programs as required (approx. 10%).
- Self-educate or partake in CSI training opportunities.
- 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
- 3+ years of experience in event industry.
- Familiarity with Destination management and DMCs.
- Actual experience working at a DMC is a big plus.
- Understanding of transportation logistics – best methods and vehicle types for moving guests.

- Knowledge of Washington, DC venues and airport loading capabilities a plus.
- 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 transportation 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.