Senior Manager, Meetings and Exhibit Operations

Global Education, Meetings, and Strategic Partnerships Business Unit
Exempt

Reporting Structure:

The Senior Manager, Meetings Operations reports to the Director, Global Education, Meetings, and Strategic Partnerships.

Qualifications

Requires experience in all aspects of meeting planning with a minimum of four years’ experience with large face to face and virtual (5,000+ attendees) meetings and exhibits. Medical association experience preferred. College degree required or equivalent experience required. Degree in Meetings/Events or Hotel/Restaurant Management a plus. Computer proficiency in Microsoft Office; database systems including Access and Excel, Power Point, and ability to learn to use iMIS efficiently. Ability to maintain quality standards and meet deadlines in a fast-paced setting. Ability to operate effectively both independently and within a team environment. Must have excellent organizational, interpersonal, written, and oral communications skills. Travel required. Certified Meeting Planner preferred.

Key Responsibilities

• Work with the Corporate Development team to create the Academy’s exhibit rules and regulations, exhibit sales and sponsorship opportunities for conferences. Ensure all sponsored items are executed per contractual agreements.

• Assist Director with collaboration between Meetings and other Business Unit staff to ensure strong communication and seamless integration of program and logistics for the Annual Meeting and other meetings.

• Responsible for Future Years Site Selection Process under supervision of Business Unit Director and Senior Director.

• Organize and distribute Annual Meeting event specification guide to all Annual Meeting vendors and critical staff based on requirements from the Annual Meeting Program Committee and Academy Business Units.

Other Responsibilities

• Work with ENT UK on barter agreement between AAO-HNSF and ENT UK to ensure all benefits have been fulfilled at each conference, face to face or virtual.

• Manage the logistics, registration, and housing for all large-scale meetings outside of the Annual Meeting, i.e. Pan-American Congress.

Budgetary Responsibilities

• Support the Director in financial management of meetings budgets. Develop meeting budgets and manage projects to achieve budgeted goals. Track expenses and revenue and participate in monthly financial review.

Please submit your resume, cover letter and salary, expectations through one of the following options:

• Email: Attach a Word document or copy and paste your cover letter and resume and send to employment@entnet.org.

• Mail: AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources

• Fax: 1-703-683-5100

Updated May 2018
Specific Duties

- Responsible for logistical management of the Annual Meeting & OTO Experience and other meetings as assigned.
- Responsible for future year’s RFP development and distribution, management, and organization of proposal responses. Providing timely updates to prospective host cities.
- With Director and Senior Director, review future year options and provide recommendation based on selection criteria identified by the Executive Committee.
- Oversee selection, negotiation, and management (pre, onsite, post) of the general service contractor; develop RFP’s and negotiate contract for Floor management.
- Participate in selection, negotiation, and management (pre, onsite, post) of other annual vendors for all Academy meetings (abstracts, floral, Photography, Speaker management, etc.).
- Oversee selection, negotiation, and management (pre, onsite, post) of the audio-visual contractor; develop RFP’s and negotiate contract.
- Oversee selection, negotiation, and management (pre, onsite, post) of the security provider and third-party contractors, if required; develop RFP’s and negotiate contract.
- Oversee selection, negotiation, and management of the Virtual Platform Provider; develop RFP’s and negotiate contract.
- Oversee management of permanent rooms, built/constructed rooms, academy offices, public space, signage, show look and feel with the collaboration of the General Service Contractor.
- Manage in house convention center internet, telecommunications, catering, electrical, and other logistical areas.
- Develop budget for Annual Meeting logistics and other Academy meetings. Manage expense to meet budget goals. Reconcile accounts and present monthly projections to Director of areas of responsibility.
- Maintain and update the OTO Experience website to ensure all updates/changes are made to the site year-round.
- Manage Exhibitor registration for all shows virtual and face to face.
- Work with the Director to develop post-event reports and maintain historical records.
- Develop and maintain SOPs for Meetings Operations processes. Conduct periodic process reviews.
- Establish and maintain processes and systems in accordance with the Academy’s requirements and meeting industry best practices to ensure consistency, efficiency, and professionalism in meeting management.
- Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing.
- May participate on internal teams, either through formal assignment, or on an ad hoc basis.
- Consistently demonstrate courteous, cooperative, and helpful behavior to all contacts, internal and external.

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