



# PROGRAM MANAGER

## Job Description

The Program Manager will create and develop small and/or large-scale meetings and events including, but not limited to Pharmaceutical Meetings, Internal Corporate Meetings, Sporting Event Hospitality, Incentive Programs and local DM Events. The Program Manager is responsible for all aspects of the meeting or event during the pre-planning process including the creative, technical and logistical elements as well as onsite execution. Additionally, as a leader, the Program Managers will oversee their program teams and manage all event timelines, budgets and deliverables.

The Program Manager will also have responsibilities in collaborating and mentoring with other Operations members. Successful applicants will bring an extensive body of knowledge as well as a strong work ethic with an adaptable attitude as the event industry is a rapidly changing environment. Expertise in leadership, creative and organizational skills are required.

## Qualifications

- Bachelor's Degree
- Minimum of 3 years of Professional Workplace Experience
- 2 years of Relevant Hospitality Industry Experience
- Client Management and Communication Experience
- Sales/Financial/Budget Experience
- Cvent Registration Experience preferred
- Proficient in Microsoft Suite – Excel, Word, Outlook, PowerPoint
- Domestic and International Travel
- Experience working in teams to accomplish the same goal
- Professional Written and Verbal Skills
- Relationship Building and Service Skills
- Time and Task Management Skills.

***We are seeking a highly professional, self-motivated, service-oriented Program Manager to join our team who is also a problem solver, a quick learner and has a positive attitude.***

## Job Title

Program Manager

## Job Type

Full-time, Dallas-based office position with work from home opportunities

## Start Date

October 2022

## Benefits

Insurance, Vacation, Sick Leave, Flex Days, Holidays, 401K, Profit Sharing

## Required Computer Skills

- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Microsoft OneNote
- Internet
- Federal Express Powership
- UPS Online Shipment
- Adobe Acrobat
- Proficient Keyboarding Skills

# PROGRAM MANAGER

## Responsibilities

- Program Team Lead – Responsible for directly managing or overseeing all aspects of the event or program
- Main client contact for all assigned programs and events
- Arrange and lead regular DFF and Core Team calls/meetings
- Oversee program team timelines and task lists
- Manage financial and budgetary aspects of a program:
  - Budget amendments, Final budget projections
  - Vendor contracts and final bill reconciliation
  - Contract Negotiation, Negotiated Savings reports
  - Cash flow such as deposits, staff cash and cash paid out
  - Hotel bill reconciliation and internal invoices
  - Close-out management and final budget reconciliation worksheet
- Planning and managing Food & Beverage: menu planning, guarantees, special dietary needs, BEOs
- Planning and managing Audio-Visual/ Production: equipment, labor
- Coordinate closely with hotel/venue contacts/ CSM to manage all related aspects, such as:
  - Rooming List Due Dates and Attrition policies
  - Shipping/Storage arrangements
  - Room Set-ups
  - Internet, equipment
  - Contracted concessions
- Manage Air Provider Budget: air studies, cost reports
- Manage Ground Transportation Provider: proposals, contract and deposit process
- Manage DMC elements: offsite dinners, décor,
- Prepare all Meeting Logistical Documentation:
  - Client Timeline, Program Questions, Menu Suggestions
  - Working Agenda and Executive Summary
  - Meeting Resume and Specification
  - Space Grid
- Manage all onsite program elements:
  - Main client and vendor contact
  - Oversee and direct Travel Staff, assignments, travel, meals, uniforms
  - Oversee DFF and Client office needs and arrangements
  - Database updates and attendee communication, if PC is not traveling
  - Set up and lead hotel and other vendor Pre-con meetings
  - Sign-up sheet and HCP reporting responsibilities
  - Banquet check and bill reviews
- Assist Program Coordinator(s) and other team members with their tasks when needed
- Attend Operations Meetings and keep a pulse on the industry to present new ideas and efficiencies