

Position Title: Program Manager

Job Summary: The Program Manager will research, develop, plan and execute innovative and memorable corporate events as part of a strategic team responsible for customer contract fulfillment.

Position Objective: Maximize current and future revenue opportunities for Total Event Resources by ensuring that the development and execution of live event solutions clients' needs and expectations are continuously met by the agency.

Job Type: Full time

Salary Structure: Base Salary + production bonus program

Career Level: Professional

Reports to: Event Operations Manager

Primary Responsibilities:

- As a member of the client team, proactively reassess, communicate, and validate customer live event needs on an ongoing basis
- Lead, produce, and execute the strategic event plan, including scheduling and engagement of all agency resources, to meet client expectations and account performance objectives for live event production and management
- Lead the planning and execution of all logistical components for assigned meetings, programs, or events
- Produce and coordinate the marketing and communication components of assigned programs to maximize event attendance and ensure cost efficiencies are achieved.
- Monitors the ongoing success of event activities by conducting regular checks on the process and making recommendations for adjustments to the plans

Key Competencies and Professional Requirements:

- 3 - 5 years live events industry experience
- Strong project management, negotiation, organizational and analytical skills required
- Excel budget experience in accordance with maintaining profit goals
- Demonstrated ability to manage multiple projects simultaneously
- Excellent B2B written and verbal customer service skills
- Proven success with creating and managing budgets for maximizing profitability
- Excellent inside/outside collaborative and organizational skills
- Professional working proficiency in Microsoft Office
- Ability to travel outside of Chicago area on overnight business (up to 40%)

Education:

- BA/BS in Event Planning or Marketing/Communications
- CMP Designation (if none, then must be received within 12 months of promotion or eligible)

