

# Career Opportunity

## Conference Project Manager (Contract or Full-time)



### About Us

Offering first-class, professional conference and event management services Canada-wide since 1973, Intertask Conferences, a JPdL company is a full-service company specializing in virtual, in-person and hybrid conferences and special events.

Our bilingual PCO and DMC services include strategic planning and consulting, logistics, exhibition and sponsorship sales and fulfillment, financial management, association management, online registration and accommodation, speaker and abstract management, print production, and marketing and communications. Our team is familiar with cutting edge virtual business event technology and is well-informed regarding protocols and best practices for safe face-to-face events in a post-pandemic world.

If you like to be challenged, Intertask is the place for you! For over four decades, Intertask has coordinated thousands of captivating international, national and regional events for groups from 50 to 18,000. Our meticulous organizational skills and reliable logistical support guarantee our clients a flawless event and peace of mind. We have a great group of professionals, and our teamwork is unmatched.

Join us and watch your career soar!

### About the Position (*Is This You?*)

This highly motivated individual is equally comfortable leading a team, being a team member, and/or working autonomously. This position contributes to the continued success of Intertask Conferences, which primarily services national and international associations, and public sector departments and agencies.

The individual is responsible for the client relations, management and implementation of assigned operational and logistical arrangements for conferences (in-person and virtual), trade shows and special events.

Our ideal candidate will have five or more years' experience managing conferences and events for a PCO, hotel or event facility; know how to problem-solve on the fly and have a customer-centric attitude. Above all, the candidate enjoys working with people, and enjoys a fast-paced environment where no two days are the same.



## Key Competencies

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Attention to Detail	Flexibility	Problem Solving	Technically Inclined
Client Focused	Time Management	Creativity & Innovation	Multitasking

## Must Have Experience, Knowledge and Skills

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Each client's event and scope of work is unique; therefore, the key responsibilities may change from one client to the next.

### Event Planning and Management

- Understanding the fundamentals of event planning, including timelines, budgeting, and logistics coordination.
- Familiarity with different types of events (conferences, trade shows, seminars, hybrid events) and their specific requirements.
- Knowledge of risk management strategies and contingency planning.

### Budgeting and Financial Management

- Proficiency in creating and managing detailed budgets for large and small events.
- Understanding cost control, return on investment (ROI), and financial reconciliation post-event.

### Registration Management

- Expertise in using event registration platforms like PheedLoop, Fourwaves, Oxford Abstracts, CadmiumCD and Stova (Aventri).
- Knowledge of attendee database management, and name badge production.
- Experience in managing VIP attendees, and on-site registration.

### Vendor and Supplier Coordination

- Experience working with a variety of conference suppliers: AV, display, venue, F&B, etc.
- Knowledge of vendor procurement (RFP), contract negotiation, and relationship management.
- Negotiation skills for securing favorable contracts with venues and vendors.
- Ability to evaluate service quality and ensure timely delivery of contracted services.

### Program Development and Content Management

- Familiarity with speaker management, including briefing speakers and collecting presentation materials.
- Understanding of event flow and spatial design to optimize attendee experience.
- Knowledge of tools for audience engagement, such as live polling and interactive Q&A.

### Technology

- Technical aptitude and strong computer skills including proficiency with Microsoft 365 (Teams, Word, Excel, Outlook, PowerPoint, SharePoint).
- Experience with online tools such as: Survey Monkey, Constant Contact; social media; cloud-based sharing tools (SharePoint, Dropbox, Google Docs, AirTable, SmartSheet); Asana, Zoom Meeting and Webinar (set-up and in-meeting management).

### Customer Service and Interpersonal Skills

- Deep understanding of customer service principles.
- Cultural awareness and sensitivity for working with diverse audiences.
- Conflict resolution techniques to address issues calmly and effectively.



### Sponsor and Exhibitor Management

- Cultivating relationships with exhibitors and sponsors, managing exhibit hall logistics, and ensuring flawless execution of sponsorship activations

### Soft Skills Knowledge/Additional Information

- Self-starter with a demonstrated ability to multitask in a fast-paced environment, exercising a high level of decorum, discretion and judgement, especially in pressure situations.
- Leadership principles for managing event teams and volunteers.
- A strong team player with exceptional skills as a team leader, capable of working with multiple individuals and personality types and experience mentoring staff.
- Works well independently and as a member of a project team.
- Ability to set priorities based upon projects assigned and know when to reprioritize tasks.
- Time management techniques to prioritize tasks during high-pressure situations.
- Adaptability to handle unforeseen challenges or last-minute changes.
- Flexibility to work outside regular office hours and work overtime (as required) and travel to conferences and conduct site inspections across Canada (approximately 3 to 5 weeks a year).

## Bonus Points

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- Proficiency in French (oral and written) (strong asset).
  - Working in a consultative environment managing multiple clients and projects concurrently.
  - Certifications, including Digital Event Specialist (DES), Certified Meeting Professional (CMP), Google Analytics, social media marketing (Twitter Flight School, Content Marketing).
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**Compensation:** \$65,000-\$75,000

**Location:** Hybrid, our offices are in downtown Ottawa with parking on site

### Benefits:

- Group insurance plan, including telemedicine service, medical, dental, long-term disability, life insurance, employee assistance plan.
- Skills development activities and opportunities for career advancement.
- Work environment conducive to personal health and well-being.

## Diversity is a reality | Inclusion is a choice

Intertask is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture.

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## Applications

Please submit a covering letter focused on personal achievements relevant to this position, along with a current résumé to: [careers@intertaskconferences.com](mailto:careers@intertaskconferences.com).

We look forward to hearing from you!

***All applicants meeting the mandatory skill requirements for this position will be contacted.  
(Yes, really!)***



## PCO vs. Association Conference Project Manager

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If you have experience managing conferences and events for an association, but not for a PCO or consulting firm, here some basic differences:

### Scope of Work

- **PCO:** Manages multiple events for various clients, including conferences, meetings, and exhibitions.
- **Association:** Primarily focuses on organizing events that align with the interests and goals of its members.

### Client Relationships

- **PCO:** Has contracts with a variety of clients, requiring adaptability to different client needs, preferences, and industry standards.
- **Association:** Has a more permanent relationship with its members and stakeholders.

### Funding and Budgeting

- **PCO:** Responsible for managing event budgets for clients, often needing to maximize profitability while meeting client expectations.
- **Association:** Typically operates on a membership or sponsorship model, with funding that is more stable but often limited

### Event Diversity

- **PCO:** Manages a wider variety of events across different sectors, providing opportunities to work on diverse projects.
- **Association:** Focused on events that serve the interests of their specific membership base.

### Strategic Goals

- **PCO:** Goals are tied to client satisfaction, profitability, and successful event execution.
- **Association:** Goals are aligned with member engagement, advocacy, and furthering the association's mission.

### Work Environment

- **PCO:** Operates in a fast-paced environment with multiple concurrent projects, requiring strong multitasking and organizational skills.
- **Association:** May have a more predictable workload with a consistent focus on member-related activities.