

Job title: Conference Planning Manager

Aramark

Location - Arlington -Virginia

Essential Functions:

Coordinate all special event requests. Coordinate efforts with, Special Event Coordinator, Executive Chef, and Food and Beverage Manager to properly meet the needs of the account.

Responsibilities:

- Coordinate all aspects of assigned bookings to include, but not limited to, AV needs Room Set-ups, Food & Beverage, Meeting Materials, Rentals, Billings, Parking, etc.
- Monitor, on a daily basis, Delphi's list dailies and banquet event orders to ensure information is up to date and accurate.
- Inspect status of meetings or classroom set-ups.
- During room inspection, notify the appropriate departments for items, which may be missing from set-up instructions. Example: tables, skirting, water, A/V etc. Ensure that all items are followed up on.
- Coordinate refreshes and changes to all meeting rooms with the appropriate operating department.
- Immediately meet with the Client and verify that set-ups are correct. Ask if there are any last-minute changes. Check with the Client throughout the day.
- Ensure that all client and participant requests are handled within fifteen minutes.
- Complete a weekly walk-through of all meetings and classrooms to monitor for maintenance requests and other needs.
- Attend weekly & daily BEO meetings to review any changes in upcoming programs or special events.
- Ensure that classroom support inventory levels are maintained.
- Represent ARAMARK and the Conference Center in such a manner as to enhance their reputation.
- Maintain a high level of morale and cooperation.
- Use good judgment, common sense, and fairness in decisions with all team members.
- Up to and including any additional assigned duties by the Conference Services Director.
- Support all sales efforts with Current and Future Clients/
- Program Management of Corporate Meetings, University Programs and Social Business as assigned

Job Qualifications

- Knowledge of CVENT, WebEx, and various virtual meeting platforms strongly preferred
- Certified Meeting Planner and or Certified Government Meeting Planner certification strongly preferred.
- Minimum of four (4) years' experience in conference management, planning for meetings or workshops. Prior employment in the hospitality or travel industry is acceptable if duties included conference or meeting management.
- Bachelor's degree required

- Exceptional client and vendor management skills
- Superior organizational and multi-tasking abilities
- Must possess excellent communication skills, both verbal and written
- Superb customer service skills