

# THE CATHOLIC UNIVERSITY OF AMERICA

## **Conference Services Manager (full-time, 35 hours/week)**

### **Finance/Conference Services**

#### **Position 101602**

**Position Summary:** The Conference Services Manager is a highly visible position at CUA and is responsible for developing and maintaining a successful business model for the University's year round conference business. This position will seek out new clients/business and maintain standing relationships, both internal and external, while being mindful of the mission of the University. This position is also responsible for all aspects and operations of conferences including but not limited to business development, relationship maintenance, contract negotiation, invoicing and accounting.

**Essential Responsibilities Include:** Key responsibilities include conference marketing and expansion oversight. Oversee the day-to-day operations of the University center during non-academic periods. Develop and monitor the budget for the University conference center. Oversee interdepartmental and external billing, assist with managing the department's budget and revenue account as it relates to the external use of campus facilities. Negotiate and administer contracts. Develop pricing schedules for rental of facilities, conference services, summer housing, summer programs and revenue forecasting. Provide conference management and services to ensure customer expectation, obligation of organizers, and requirements of the university are met. Coordinate reservations and use of facilities, arrange for catering if needed, and communicate schedules to all necessary parties. Develop proposals, respond to inquiries. Supervise staff and student workers that assist with technical duties and events. Build a successful team and work to establish goals. Maintain relationships with current clients and other campus offices. Actively market the conference services to increase revenue. Propose and execute marketing strategies. Maintain web presence and website.

**Minimum Qualifications:** A Bachelor's Degree is required with four (4) to six (6) years of conference event planning experience, with a minimum of two years of supervisory experience required. Experience in event management, specifically summer conference programs, marketing, sales, event budget management, public relations and/or special events management. High degree of professionalism, and entrepreneurial spirit and strong communication skills are necessary. Experience with Microsoft Office, scheduling software. Experience managing staff and student workers. Professional association participation with the event planning industry, i.e. Meeting Professionals International (MPI), the International Special Events Society (ISES), the Convention Industry Council (CIC) or the Society of Government Meeting Professionals.

Excellent communication skills, a high degree of professionalism, a sense of accountability and an entrepreneurial spirit. Ability to balance multiple priorities and meet critical deadlines. Ability to successfully handle stressful situations efficiently and effectively while maintaining a professional customer service focused demeanor. Excellent oral and written communications. Highest level of confidentiality, discretion and integrity

**Preferred Qualifications:** Certified Special Events Professional (CSEP) offered by ISES; Certified Meeting Professional (CIC); Certified Meeting Planner (MPI)

**How to apply: forward resume, cover letter and salary requirements (salary expectations are considered part of application process):** [CUARecruitment@cua.edu](mailto:CUARecruitment@cua.edu). Reference position 101602 in subject line of email. This position is open until filled.

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