## **Manager, Meeting Experience Design**

## **Summary of Position:**

*The Manager, Meeting Experience Design is a member of the Meetings and Expositions team, which is responsible for the management of education conferences, trade shows, meetings, governance and committee meetings. The Manager works collaboratively across departments and oversees the execution of special programs, as well as serves as a change-maker in the evolution of existing meetings and events to ensure they remain relevant, compelling, accessible, and sustainable.*

## **Principal Accountabilities:**

Responsible for the coordination, planning, management and logistical execution of special programs as well as the creation/design of engaging and innovative attendee and supplier experiences to continue the evolution of NAA meetings and events.

Primary job responsibilities include:

* Provides leadership, guidance and oversight to experience design principles for NAA meetings and events with a focus on innovation, attendance growth and the expansion of revenue as it relates to NAA meetings and events.
* Collaborates with internal departments on the execution and logistics of member program events including Maintenance Mania, NAA Excellence Awards, 20 in Their Twenties, Hosted Buyer Program, Student Housing Experience and Executive Forum year-round program.
* Serves as marketing liaison to internal marketing team and external marketing firm for Apartmentalize.
* Works with Meetings and Business Development teams to develop sponsorship opportunities focused on attendee engagement and networking.
* Collaborates with Director, Conference Education on the development of learning formats and structure to ensure meaningful learning opportunities for attendees. Participates in the Education Advisory Board meetings.
* Works with VP, Meetings & Expositions on data analytics for Apartmentalize to strategically create and advance experiences and design new opportunities to support the evolution of the event.
* Evaluates current revenue streams and identifies new opportunities for revenue across events.
* Oversees invoice reconciliation and payments. Tracks all revenue, expenses and payments. Works within approved budget when planning logistical arrangements and is responsible for reviewing invoices for accuracy.
* Other duties as assigned.

## **Competencies:**

1. Expertise 5. Technical capacity
2. Communication proficiency 6. Cultural Awareness
3. Organizational skills 7. Relationship Management
4. Critical Evaluation 8. Ethical Practice

## **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

## **Travel:**

10% Travel.

## **Required Education and Experience:**

* Bachelor’s degree (or equivalent work experience)
* 5-7 years of relevant meeting planning experience (minimum 2,500 attendees).
* Salesforce (Nimble) experience.
* Excellent interpersonal (oral and written) communication, time management, and organizational skills.
* Proficient in Microsoft Office products.
* Self-directed and able to work independently with minimal supervision.
* Exhibit strong project management, analytical, and problem solving skills.
* Flexibility to travel (sometimes on weekends) and work extended hours.
* Must demonstrate excellent ethics and integrity.
* Professional conduct.
* Ability to prioritize, manage multiple projects and effectively perform within tight time constraints.
* Adhere to deadlines, handle stressful situations with composure and adapt to constant changes.
* Work in a fast-paced environment and handle numerous projects simultaneously;
* Work in a team environment.
* Work cooperatively with other employees, vendors and clients.

## **Preferred Education and Experience:**

* CMP preferred but not required.

## **Physical Demands:**

While performing the duties of the job, the employee is regularly required to sit, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms. The employee may occasionally lift up to 20 pounds.

## **Work Environment:**

Work is regularly performed in a professional office environment and routinely uses standard office equipment.

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Signatures:**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employees signature below constitutes employee’s understanding of the requirement, essential function and duties of the position.

Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please send resumes, cover letter and salary history to** [**Resumes@naahq.org**](mailto:Resumes@naahq.org)**. No phone calls, please. EOE M/F/H/V**