Event Operations Manager

inVision

VP SKILL SET

1. DIGITAL PROMOTIONS
2. TEAM LEADERSHIP
3. PROVE BUSINESS VALUE
4. TECHNOLOGY LITERACY

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Responsibilities:

- Liaise with and take recommendations from multiple departments within the organization to map the technical and operational needs of the users to the feature sets of the solutions.
- Take a rigorous approach to learning about new technologies through the various publications, resources, and events that are available in order to help InVision's growing programs evolve efficiently and effectively through rapid growth
- Develop requests for proposal that speak specifically to the technology under consideration and align carefully considered recommendations with the pre-determined budget and strategy
- Define, design and enforce cross-functional event production process, acting as Marketing PM conduit to event program managers, collecting requirements and data to inform copy and automation creation and timelines and review and approval process
- Develop or manage an internal communications system to keep departments up to date on new technologies or operational procedures
- Maintain relationships with existing vendors, including making them accountable for sending data back to the org in the appropriate format. Develop standards of performance and evaluate the vendors regularly against those criteria.
- Leverage process and tools such as Asana to manage projects, maintain visibility and resource distribution
- Work with internal operations groups (project management, automation, marketing ops) to roll out integrated technology solutions, prioritize projects, and streamline systems such as registration tools, mobile app integration, appointment setting, event management platforms, etc
- Project management development of program websites (Cvent reg portal) and related apps (CrowdCompass)
- Identify and collaborate across the team and organization to leverage subject matter experts to make improvements to process or program elements
- Ensure major milestones are met and clearly communicated within the organization
- Research, select, and manage technology vendor relationships
- Negotiate service-level agreements and review and/or issue contracts to new technology vendors.
- Oversee integration between best-of-breed technology vendors with the goal of maintaining data integrity and functional efficiency.

Knowledge and Skill Requirements:

- Strong project management skills – you can keep anything on time and on track
- Proficient with project management software and tools, including Asana
- Detail oriented and deadline driven
- Knowledgeable about event planning and process
- Competent user of marketing tools and systems such as Salesforce, Hubspot and T*
- A builder at heart – understands that if it does exist it will need to be built
- Motivated to learn and grow with a fast-growing company