

VICE PRESIDENT OF GLOBAL CLIENT RELATIONS

ABTS Convention Services | North Bay Village, FL



Who We Are

We offer the most comprehensive range of services worldwide, from online to onsite.

For over 28 years, ABTS Convention Services has specialized in providing a comprehensive range of services essential for the creation of successful meetings, exhibitions, and special events for major medical associations while serving association management companies and housing and registration partners with internationally friendly group housing, onsite support, and global sales and marketing strategy.

With offices in the USA and Europe, our reach extends to South America and Asia. ABTS partners with medical associations worldwide, and our multilingual, multicultural teams maintain a global network of over 35,000 international planners.

WHAT WE DO

Full-Service Housing

A la carte full-service housing. Our multilingual travel experts are dedicated to you and provide exceptional individualized customer assistance to meet your housing, travel, billing, and registration needs.

Global Growth Solutions

ABTS provides strategic global planning and growth consulting services, which include assisting medical associations looking to grow in international markets through the analysis, evaluation, recommendations, and assistance in the implementation of international growth strategies, including international marketing, social media, competitor analysis, market analysis, relationship building, relevancy, sales, payment, and business processes.

Professional Conference Solutions

ABTS PCO Solutions realizes the need for global, full-service Professional Conference Organizer (PCO) services to include strategy, content development, planning, event tech, programming, communications, and onsite execution. With offices in Miami, Rome, San Francisco, and Belgrade, we take meetings anywhere in the world with an expert team of meeting professionals and our key strategic partners in Europe, Asia/Pacific, and Latin America.

Sports Events Management

ABTS Sports Management division focuses on the creation, production, and management of sporting events. In the South Florida market, ABTS currently supports the Brazilian Soccer Training Center and manages the Annual Jogo Bonito Tournament and Carnival.

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POSITION SUMMARY

The Vice President of Global Client Relations is a pivotal role within our company, responsible for driving client engagement and sales strategies as well as elevating the overall client experience.

This role plays a critical part in driving sales growth, fostering client relationships, and ensuring the success of our conference and event services. The Vice President of Client Relations' ability to collaborate, strategize, and lead the meetings & and conventions team as well as the client relations team, will contribute significantly to our company's overall success.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Lead the client relations and meetings and conventions teams.
- Enhance and update all client engagement processes and procedures to ensure a high level of service offerings and service delivery.
- Provide ongoing training to empower the team with effective sales, service, and customer engagement skills to ensure successful execution of goals.
- Drive proactive client engagement and sales strategy with high accountability to increase global delegate attendance at every ABTS client conference, increase annual RNs, and increase ancillary spending by delegates when onsite through proactive event experience offerings.
- Develop and maintain a sales strategy to enhance customer sales for all conferences, leveraging insights from sales trends and past performance.
- Collaborate with the EVP of Finance, VP of Housing, and VP of Marketing to develop a comprehensive sales forecast and strategy for the company.
- Maintain an updated sales tracking report with monthly sales data to ensure accurate analysis of goals vs actuals.
- Prepare Pre-Sales Priority Spreadsheets for conferences to inform Convention Service Managers (CSMs) about presales
- Conduct regular one-on-one meetings with team members and give consistent coaching and feedback.
- Assign leads to CSMs considering their workload and compatibility for optimized performance.
- Take charge of managing top-tier clients, overseeing a total of 1500 peak rooms annually, with support from the CSM Director.
- Ensure the achievement of Key Performance Indicators (KPIs) for CSM managers, including metrics like daily call numbers and rooms managed.
- Regularly review CRM and activities with client communications and identify potential issues.
- Maintain communication with ABTS buyer clients, guaranteeing high-quality service from the entire team.
- Travel as needed to select ABTS client conferences, foster client relationships, and explore opportunities for onsite meetings to drive future sales.
- Generate and provide required weekly and monthly reports.

QUALIFICATIONS

- A minimum of 5-7 years of progressive sales experience within the Hospitality Industry.
- Bachelor's Degree, preferably in Business Administration, Marketing, or Hospitality Management. A Master's degree is highly desirable.
- Strong knowledge of Conferences, Seminars, Meetings, and Incentives.
- Experience in international hotel sales, convention services, event planning, international travel operations and destination management companies.
- Expert understanding of high-end, luxury event experiences and service delivery.

QUALIFICATIONS

- Experience with Medical Associations to include regulations.
- Excellent written and verbal communication skills, along with the ability to build relationships effectively over the phone.
- Proficiency in a second language for professional verbal and written communication.
- Exceptional attention to detail and editing skills.
- Exceptional complex project management skills are critical to the success of this role.
- Ability to multitask and meet deadlines in a fast-paced environment.
- Availability for travel as needed (not exceeding 40%).
- Excellent computer skills, including proficiency in Microsoft Word, Excel, and PowerPoint.

KEY CHARACTERISTICS

- Well-traveled with international travel knowledge and experience.
- Strong customer service orientation and a genuine passion for hospitality and special events.
- Possess a positive, client-focused, and team-player attitude at all times.
- Proven experience and keen understanding of luxury high-end service.
- Strong interpersonal skills combined with a professional work ethic.
- Multi-language skill is a plus.
- Strong leadership and mentoring skills to include training and developing team members, team performance success, increasing productivity, and employee retention.
- Strong relationship-building skills, collaborative mindset, problem solver, and complex project management skills.

TOP PRIORITIES FIRST 6-12 MONTHS

- Understand our clients, our third-party partners, and our ABTS client conferences.
- Process Improvement: Analyze and update sales and event services processes and procedures to align with strategic plan and organizational goals.
- Identify training gaps and establish a training strategy.
- Identify a national destination management strategic partner.
- Increase attendance and room nights at all ABTS client conferences.
- Increase service offerings and the overall client experience.



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If interested in learning more about this great opportunity, please send your resume to our SearchWide Global Executive, Andrea Christopherson.

SearchWide Global is a full-service executive search firm primarily for companies in the travel, tourism and convention, and hotel and lodging industries. We specialize in C-Level, Director and Management level executive searches for companies ranging in size from Fortune 500 corporations to mid-sized public and private companies.