

VICE PRESIDENT OF CONVENTION SERVICES - US

ABTS Convention Services | North Bay Village, FL



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 to grow and support international attendance through internationally friendly group housing, logistics, 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.

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.

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.

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.

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.



POSITION SUMMARY

With a commitment to excellence, ABTS is seeking a dynamic and experienced Vice President of Convention Services - US to lead the ABTS US Convention Services Department and manage a VIP customer portfolio of international group travel organizers and their international groups attending medical conventions within the US.

This leader will ensure cross-functional collaboration and outstanding planning and logistical support for ABTS clients to grow and manage international attendance at major medical association conventions and conferences.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Develop and implement strategic plans that align with the company's objectives, ensuring flawless execution and successful management of a team of convention services professionals.
- Build and maintain relationships with vendors, stakeholders, and key partners to ensure the success of each medical association convention, symposium, tradeshow, or event.
- Collaborate with cross-functional teams to ensure proper budgeting, planning, ideation, compliance, and execution to achieve exceptional results.
- Oversee the end-to-end planning, execution, and evaluation of all international delegate groups.
- Maintain thorough evaluation of overall conference programming and schedules to ensure international room night attendance is on pace while maintaining high quality and compliance with company policies and industry regulations.
- Manage the pipeline and convention manager assignments to ensure the achievement of individual and team performance objectives.
- Manage a VIP customer portfolio and understand their specific needs, preferences, and requirements.
- Participate in executive conference launch meetings and provide guidance and communication on programming, deliverables, and best practices.
- Confirm hotel availability that meets group needs, negotiate housing agreements, and ensure vendors deliver services that meet or exceed expectations.
- Ensure that accurate and up-to-date information on all confirmed services in the booking system.
- Ensure the accuracy of rooming lists with customers, hotels, and the internal team.
- Ensure the positive financial status of customer payments and communicate with accounting regarding deposits, additional charges, penalties, and final balances.
- Ensure all activities adhere to industry regulations, compliance standards, and company policies.
- Implement risk mitigation strategies to address any potential issues or challenges.
- Maintain and elevate all communication internally and externally to increase the overall customer experience.
- Lead, mentor, and manage a team of event professionals, providing guidance, feedback, and support to ensure their success and professional development.
- Foster a collaborative and innovative team culture that encourages creativity and problem-solving.

QUALIFICATIONS

- A Bachelor's Degree, preferably in Hospitality Management.
- 8-10 years of experience in hotels, tours, travel, and meetings/event management industries with managerial experience.
- Experience working with international clientele and groups.
- Experience in working with pharma companies.
- Exceptional written and verbal communication skills and ability to build relationships over the phone. Exceptional attention to detail and editing skills.

QUALIFICATIONS

- Excellent communication, negotiation, and interpersonal skills.
- Strong customer service orientation and passion for hospitality and special events.
- Possess a can-do, customer-focused, team player attitude at all times.
- Proven ability to manage a team and foster a collaborative work environment.
- Demonstrated proficiency in budgeting and financial management.
- Detail-oriented with exceptional organizational and problem-solving abilities.
- Proficient in event management software and tools.
- Availability to travel as needed.

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.



Andrea Christopherson

Vice President

SearchWide Global

info@searchwideglobal.com

Direct: 469.223.7637

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.