Global Development & Support
Global Events Supervisor
Position Description

Job Title: Global Events Supervisor
Reports To: Vice President of Global Development and Support
FLSA Status: Exempt
Department: Global Development & Support
Location: Tampa, FL
Prepared Date: November 2019

SUMMARY
Works closely with the Vice President of Global Development & Support (GDS) to provide ‘Global Events’ support for the GDS Department activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Performs event planning and management tasks to support the VP of GDS to fulfill business initiatives including, but not limited to, the following:

- Assist VP of GDS with developing and delivering all five phases of event planning including detailed project plans and timelines for each event
- Onsite management of logistics including registrations, AV, general services, and speakers
- Reconcile invoices and ensure adherence to event budgets
- Provide input into the departmental budgeting process
- Assist with RFP creation for venues, vendors and PCO’s
- Negotiate preferred rates with vendors for items and services such as registration, sponsorship deliverables, transportation, audiovisual, and general contracting
- Manage speakers, presentation abstracts, and sponsorships; assist in developing event agendas
- Provide travel planning, maintenance and coordination: speaker/staff flights, transfers, maintain voucher grid
- Proof event materials, organize logos, order banners and signage
- Liaise with Marketing Department to coordinate marketing efforts for global activities
- Create, edit, approve press releases and other marketing collateral in support of global activities
- Manage the shipping of materials to and from forums and events and send out shipping information to stakeholders
- May be tasked with public speaking opportunities to include delivering presentations about the organization and introducing speakers or opening and closing events on an as needed basis
- Develop and keep event websites current
- Create and/or edit and approve detailed event reports for completed events
• Assist with venue selection and liaise with event venues to communicate event specifications and on-site requirements for all events (approx. 20 – 25) as designated
• Conduct conference calls, webinars, etc., on a routine basis, including after-hours as required
• Supervision and oversight of Global Operations Administrator and additional staff as needed
• Perform other duties as assigned

**Education/Experience:**
- Must have a bachelor’s degree (marketing, communications, or similar field preferred)
- 5 – 7 or more years of event management experience preferred
- Must use discretion and independent judgment and have excellent time management skills and prioritization skills to manage multiple priorities with high-level attention to detail
- Strong verbal and written communication skills
- Proficient in MS Office Suite (PowerPoint, Word, and Excel)
- Knowledge of Adobe products, especially Acrobat and InDesign, preferred
- Must be willing to work long hours and weekends
- Overnight travel (potentially 7 consecutive days or more) may be expected and may include international trips
- Valid passport with no restrictions on receiving entry visas into various countries is required
- Meeting planning experience required, Certified Meeting Professional (CMP) preferred
- International working experience preferred
- Interest in cultures and the world at large is a must
- Knowledge or experience of working with overseas operations is a plus
- Bilingual (Spanish) preferred

**Computer Skills:**
To perform this job successfully, an individual should have thorough knowledge of Word, Excel, Outlook, Internet and customer database systems. Proficient in MS PowerPoint. Adobe Products including Acrobat, InDesign, and Photoshop extremely helpful.

**Math Ability:**
Ability to calculate figures and amounts such as discounts and percentages.

**Supervisor Responsibilities:**  None

**Travel:**
Travel up to 25% annually. Must have a valid US Passport and the ability to travel internationally.

**Work Environment:**
The work environment is a cubical atmosphere, where low to moderate noise or sound will be heard from or made by others sitting around you. It is usually pleasant with minimal loud disturbances.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand and use hands to finger, handle, or feel. The employee must occasionally lift
and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus. Aural abilities include ability to hear individuals on the phone and speaking face to face.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competency:
To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data; Uses intuition and experience to compliment data; Designs work flows and procedures.

Problem Solving – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Potential to: coordinate projects; Communicate changes and progress and manage project team activities; Complete projects on time and on budget.

Customer Service – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.

Team Work – Balances individual responsibilities; Exhibits objectivity and openness to others’ views; gives and welcomes feedback; Contributes to building a positive team spirit.

Change Management – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

Leadership – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness – Works within budget; Conserves organizational resources.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization’s goals and values.
Adaptability – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

Independence - Has the ability to make an independent decisions without input, direction or supervision; has ability to compare and evaluate of possible courses of conduct and act or make a decision after the various possibilities have been considered.

Innovation – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others’ attention.

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.