

JOB DESCRIPTION SENIOR PROGRAM MANAGER

Contact: Careers@BespokeConnects.com

Location: Denver, Colorado

Compensation Range: \$64 - 85K salary

Classification: Exempt, Full-Time

This is the perfect opportunity for an experienced, motivated and driven individual looking to continue and grow in their career in meeting and event planning. Possessing a strong work ethic and the unique qualities of a dynamic overachiever are a must. Travel on-site in support of client programs is required, often. This opportunity is a career-oriented position, given our fast-growing company. Discipline and focus are needed to accomplish detailed tasks with accuracy while working with great efficiency. Accountability and ownership of both individual tasks and long-term projects is essential. Leadership skills to drive a team are a must.

Candidates who are willing to go the extra mile and advance their career in meeting planning with a company that will offer you opportunities to thrive, are desired! You should be extremely self-motivated, driven, committed and a dedicated team player with the flexibility to manage many types of programs while overseeing different team members and client personalities. You have a knack for coming up with creative solutions when problems arise, and you have the ability to anticipate the outcomes clients expect and appreciate achieving those outcomes with the highest level of polish.

If you're a 'people person,' this position will suit you well, as relationships are key in our work. Plus, you should be able to tell at least one good joke; it comes in handy more than you think in this industry. This position requires flexibility and a high threshold for change management along with a desire to maintain a working knowledge and management of Bespoke's budgeting, contracting, planning and financial processes. If you are still reading, you should checkout our website at BespokeConnects.com to learn more about us, and while you're at it, let us know if you have any brilliant ideas for improvements - it's time for another update!

Objectives:

- Provide and grow Bespoke's (pronounced bih-spohk) best-in-class experiential marketing, meeting, and event planning services
- Represent Bespoke's values to our clients and the industry
- Increase overall sales and market recognition

Professional Qualifications:

- Five years+ in third party event planning experience and/or hospitality
- Exposure to managing virtual and hybrid events is a plus; we are used to adapting and creating custom experiences for our clients
- Experience planning overlapping programs of 1000+ attendees preferred
- Experience in managing and leading high budget programs
- International planning experience preferred; hybrid event experience is a plus
- College degree or equivalent project management experience
- Proficiency with registration software such as Cvent preferred but not required
- Savvy use of mobile devices and mobile applications
- Excellent computer skills - Microsoft Office, Excel, Word, Outlook, MacOS
- Knowledge of Adobe Creative Suite and Asana project management systems are a plus but not required
- One of us is constantly screwing up the printer, if you can fix it... #winning
- Effective, business professional communication skills - written and presentation skills
- Extensive contract knowledge and negotiation skills
- Ability to travel on-site and confidently represent Bespoke and clients approximately 25% of the time (actual time based upon client needs) for site visits and event execution
- Industry affiliation is a plus; an industry certification is preferred

Job Responsibilities:

- Full-service meeting and event planning management to include:
 - Hotel / venue contract sourcing and management
 - Vendor sourcing and contract negotiation
 - Full-service pre-event planning
 - Calendar and task planning
 - Menu and décor planning
 - Liaison to multiple vendors
 - AV/production liaison
 - Attendee registration
 - Rooming list management
 - Transportation management
- Consulting experience preferred
 - Generate theming for meetings and events
 - Lead and support client consultations
 - Deliver a bespoke experience and custom program development
- Travel Director management
 - Manage a team of onsite contractors to support seamless event execution
- Financial accountability, including comprehensive budget management and reconciliation
- Buildout of program production guide within Bespoke's detailed format
- Update progress within Bespoke's online project management tool
- Program registration support including:
 - Assist in the set up and release of program websites in registration software
 - Create and provide attendee reports
 - Crosscheck and quality control of rooming lists, manifests, etc.
 - High-level attendee communication (email, phone, in person)
 - Familiarity with mail merges and mobile apps
- Support across Bespoke's breadth of work and projects as needed
- Grow business and support project renewal
- Represent Bespoke and our values at industry events

Office Environment:

- Share and honor Bespoke's values
- Casual and fun work environment
- Really good office coffee and espresso
- Flexible work program that allows you to work remotely on Fridays
- Meditation space
- Windows! You won't be lost in a cube-farm here
- Access to join us at ABCD, our Annual Bespoke Company-wide Destination incentive trip!
- And yes, there are snacks, if we haven't yet made that clear, (and not just those stale packaged crackers either)

Access to Bespoke's Benefits Package:

- Health Care Reimbursement
- Life Insurance
- AD&D Insurance
- Cell Phone Allowance
- Monthly parking pass or public transportation stipend
- Paid Personal Time Off
- Trusted Time Off after 1 year of service
- 401K with Bespoke matching up to 4%
- Paid Holidays