

Job Description  
PROGRAM MANAGER / EVENT PLANNER

Reports to: General Manager

**Summary of Role:**

We believe that driving positive business results goes hand in hand with the design and delivery of thoughtful, inspirational and flawlessly planned programs of events. The Event Manager / Program Manager is responsible for planning, coordinating and ensuring the successful delivery of incentive group programs within our destinations from both operational and fiscal perspectives.

**Measurements of Success:**

- Client satisfaction and positive feedback reports
- Programs delivered on or under budget for clients and profitability targets achieved
- Positive feedback reports from supplier partners
- Positive feedback reports from colleagues

**Responsibilities:**

- Performing at all times in keeping with Rare Indigo's core values.
- Client relations management related to assigned programs.
- Planning and arranging all client program elements which may include (but not be limited to): transportation logistics (ground & air); activities; venue management; food & beverage; special event production and decor; entertainment; audio-visual; meeting; gifts; luggage services.
- Maintaining and continuing to develop destination expertise.
- Budget management.
- Assembling and Managing the necessary team of on-site staff and supplier partners for the successful delivery of client program elements.
- Overseeing the delivery execution of all program elements arranged by Rare Indigo and preparing seamless event workflow documents to ensure all members of the team are setup for success.
- Being available on a 24-hour basis on-site during the delivery phase of programs.
- Crisis management – creative solution – contingency development.
- Maintaining and furthering positive supplier partner relations for the success of client programs.
- Upholding Rare Indigo's and our client's service standards and expectations within our marketplace.
- Participating in sites and fairs to support on-site delivery and reinforce relationships with clients.

**Required Skills and Attributes:**

- Minimum of 2-3 years of experience in destination management, event management or tourism.
- Professional communication skills and confidence in working directly with clients.
- Strength in planning and successfully executing events and logistics.
- Ability to multi task and to work effectively in a team environment with creative personalities, changing priorities, fluctuating pressures and significant deadlines.
- Detail oriented with proven problem solving abilities and decision making capabilities.
- Confident and able to quickly address issues/concerns in a pro-active manner; problem-solver.
- Ability to manage and develop budgets with cost containment acumen.
- Ability to negotiate, elicit buy-in and foster a team approach.
- Imaginative, creative and "out of the box" thinker
- Technology literacy.
- Positive, "make it happen" attitude.
- Ability to work independently and to be self-motivated.
- Destination knowledge.
- Agreeable to working evenings, weekends and erratic schedules as business needs require. Able to travel and be away from home for 3-10 days multiple times throughout the year.
- Results oriented.