



Senior Program Manager

Contact: careers@bespokeevents.com

Location: Denver, Colorado

Compensation Range: Negotiable, Based on Experience

Classification: Exempt, Full-Time

This is the perfect opportunity for a motivated and driven individual looking to continue and grow in his/her career in meeting and 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.

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 of Bespoke's budgeting, contracting, planning and financial processes. If you are still reading, you should checkout our website at www.BespokeEvents.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!

Professional Qualifications:

- Three years+ in a professional office environment, hospitality industry or event planning experience
- Experience planning overlapping programs of 1000+ attendees preferred
- International planning experience preferred
- 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
- Ability to travel on-site and confidently represent Bespoke and clients apx. 25% of the time (actual time based upon client needs)

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/manifest management
 - Financial accountability, including budget management and reconciliation
- Build program production guides within Bespoke's detailed format
- Track progress with Bespoke's online project management tool – it's actually pretty cool
- Lead program teams including employees and contractors
- 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

Desired Qualities:

- Attention to detail and excellent problem-solving skills, and the ability to manage to specific timelines and budgets
- Ability to provide outstanding and thoughtful client service at all times, including under tight deadlines and in stressful situations
- A creative spark, and a willingness to work side-by-side with our creative team
- Confidence and professionalism and the ability to interact directly with clients
- A consideration for client needs and wants
- Snacks – whether you're contributing to our collection of simply enjoying the goodies
- Superior proofreading skills – emails, websites and spreadsheets
- Ability to support and manage multiple ongoing projects simultaneously and the ability to juggle tasks when priorities shift
- Excellent problem-solving skills – we fight fires all day, every day
- Willingness to support other team's projects as needed
- A skill in communicating with clients at all levels of organizations, written and conversational
- Desire to laugh often, or at least during office funny web video breaks
- Plan and conduct site inspections/planning trips with clients and other team members
- Experienced in on-site program management
- Manage a team of rock star on-site contract Travel Directors
- No seriously, everyone likes a good snack
- Embody Bespoke's beliefs, values and fun natured culture
- CMP certification and/or significant industry affiliations

Office Environment:

- Casual and fun work environment
- Really good office coffee and espresso
- Flexible work program that allows you to work remotely on Fridays
- Access to shared workout equipment and yoga classes
- Complimentary chair massages
- Meditation space
- Windows! You won't be lost in a cube-farm here
- ABCD – you and your significant other may join us on 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

- Life Insurance
- Health Care Reimbursement/HSA
- AD&D Insurance
- Cell Phone Allowance
- Professional Development Allowance
- Paid Personal Time Off
- IRA with Bespoke matching
- Paid Holiday Break