

## Orchid.Events Job Posting



**Posted Date:** August 8, 2022  
**Job Title:** Account Manager  
**FLSA:** Full-Time  
**Location:** Remote position  
**Position Available:** Sept 15, 2022  
**Compensation:** DOE

Orchid.Events (Orchid) is a full-service provider of convention housing management for association, trade show, direct selling, corporate, faith based and government clients in North America. Orchid is seeking an experienced Account Manager to join the operations team. We are headquartered in Salt Lake City, UT with staff in Utah, Pennsylvania, Illinois, Texas, and California. While the Account Manager position is remote (work-from-home), we promote a highly collaborative work environment via video meetings & software chat tools. If a non-Utah-based candidate is hired, they can expect to travel to company headquarters for training and occasionally thereafter.

### **Primary Responsibilities:**

- Manage hotel room blocks for city-wide events for national and international customers
- Manage working relationships with clients, hotel partners, and convention attendees
- Manage multiple events simultaneously while maintaining a high level of organization
- Occasional travel on behalf of Orchid as required for site visits and onsite assistance at key events

**The ideal candidate will possess a solid mix of organizational skills, analytical ability, and customer service skills. We seek a highly motivated professionals capable of working independently as well as on teams.**

### **Qualifications:**

- 2+ years experience in meeting planning or equivalent, hotel experience beneficial
- Excellent time-management and organization skills, able to manage multiple meetings per year, simultaneously
- Capable Microsoft Excel user with knowledge of commonly used formulas/functions, and ability to format for best presentation. *The application process will include a brief Excel assessment.*
- Comfortable working with numbers, percentages, performing basic computations



- Familiar with CVENT Passkey software, or ability to learn new programs quickly
- Superb professional judgement and maturity, thoughtful decision-making
- Detail-oriented, proactive, and capable of working independently
- Ability to collaborate effectively with others, share ideas, and assist coworkers with projects as needed
- Ability to travel to events in cities throughout the U.S., (anticipated 5 or fewer trips annually)
- Ability to work longer hours during high volume periods, especially when traveling onsite.

**Job Duties:**

- Work proactively to determine the needs for clients and hotels during the pre-open phase of each event
- Implement housing management plan/timeline for each event by integrating client needs with best-practice milestones
- Responsible for event set-up using housing software platform (Passkey).
- Maintains strong grasp of account contracts to ensure all efforts are made to fulfill client and hotel obligations.
- Manage multiple hotel room blocks for each event
- Work with sub-block contacts (e.g. exhibitors) to reserve and fill blocks, specific to event timelines.
- Mitigates attrition penalty risk for clients by maximizing rooms pick up.
- Maintain historical files for all assigned meetings including pre and post-show notes.
- Ensures a positive experience for clients and event attendees through service-oriented approach
- Follow Orchid's event housing checklist
- Collects housing fee on assigned accounts.
- Facilitates conflict resolution between hotels, convention delegates, and meeting planners.
- Generates convention performance reports.
- Travels to various events for on-site support.
- Participation in Orchid sales efforts through outstanding execution of duties, and offering Orchid's services for future events.
- *Occasional* evenings, weekends and holidays based on client and company need.
- Achieves departmental production standards as set forth by the Vice President of Operations.
- Other duties as assigned.

**Internal Working Relationships**

Reports directly to the Vice President of Operations, Account Managers, also works closely with all Orchid staff including sales, accounting, account coordinators, and call center employees.

**Application:** Submit cover letter, resume and salary requirements to:  
[steve@orchid.events](mailto:steve@orchid.events)

***Final candidates will be subject to a background and reference check. E/O/E.***