

Type: Full Time
Level: Mid-Level
Position: Program Manager
Department: Group Travel Operations

Cover letter required to be considered for this position.

Overview:

HMI Performance Incentives has an exciting opportunity in the Group Travel Department for an energetic and enthusiastic person with a passion for the incentive travel industry. We are looking for an individual with 2-5 years' experience, someone who loves a challenge and who is not afraid to be tested. This is an excellent growth opportunity for the right candidate.

Company Description

HMI Performance Incentives is a leading full-service performance improvement company located in Metro Boston. For 37 years HMI has focused on providing exceptional business solutions by executing channel loyalty, sales incentives, employee engagement, and group travel strategies. HMI's customized approach includes a comprehensive and robust solutions platform, data driven reporting and analytics, creative communications campaigns, and personalized program management to help companies drive engagement, increase sales, and generate profit. Founded in 1980, HMI continues to expand its global presence, offering tactical performance incentive solutions in over 80 countries worldwide.

Position Description/Responsibilities

This position will report to the Manager of Group Travel Operations. Acting as the key client contact, the program manager is responsible for the management of all operational aspects and components of an assigned project, including accountability for all service deliverables, supporting profitability goals and accountable for customer satisfaction.

General Responsibilities:

Website & Registration

- Creation and layout of website and registration pages using CVENT or a similar software
- Design of e-mails including invitations and distributing registration links to participants
- Attendee and client support via telephone and e-mail
- Overseeing registration: managing hotel inventory block, managing pre-trip activity sign ups
- Managing changes and updates to the database including quality control of data entered by participants
- Running reports: rooming lists, air manifests, etc.

Program Management

- Participation in turnover from program development
- Development and management of program timeline/deliverables to meet client expectations
- Develop working agenda (Schedule of Events) in line with company standards and client specifics
- Create timelines for all program deliverables (deposits/attrition/payments)
- Interface with client contact and HMI AE to monitor program participation
- Liaise with Marketing and Data Analytics if the program is performance based and HMI is providing monthly e-statements to goal; and oversee quarterly and/or monthly dashboard reports to clients
- Primary liaison with hotel and related vendors on a project by project basis (menu selections, venues, activities etc)
- Liaison with air manager on group blocks, penalties etc and "book and ticket" reservations
- Documentation: Working with Marketing in the design, creation and accuracy of program documentation to include initial registration site and pre-departure documents.
- Supervision and coordination of final document mailings

- Responsible for Trip Director details, airport accommodation, program instruction book and briefing, uniform guidelines for each program
- VIP arrangements
- Scheduling of site inspections as needed
- Room gifts selection and purchase
- Travel on site with programs as needed as part of the on-site staff

Financial

- Responsible for financial accountability and profitability for assigned programs
- Financial reconciliation of program accounting and client rebill

Preferred Qualifications:

- 2-5 years of Group Travel Program Management or Event Management
- Experience using Cvent to build websites, create registration paths, and run reports
- Proficient in Microsoft Office
- Prior knowledge of event mobile apps not required, but a plus

Required Education:

- Bachelor's degree

Application Questions

You have requested that Indeed ask candidates the following questions:

- Have you completed the following level of education: Bachelor's?
- Are you authorized to work in the following country: United States?
- Are you willing to undergo a background check?
- Do you have experience using CVENT, or a similar event registration software?