

## Orchid. Events

### Job Posting

**Job Title:** Account Manager  
**FLSA:** Full-Time, Exempt  
**Compensation:** DOE

#### About Orchid

Orchid Events (Orchid) is a full service provider of convention housing management, and is currently experiencing 15% year over year growth. Clients include associations, trade shows, direct selling, corporate, faith based and government organizations.

#### Now Hiring

Orchid is seeking an experienced Account Manager to manage convention housing services for events throughout the United States.

This is a satellite position, with no requirement for relocation – currently four Account Managers have remote office arrangements.

The Account Manager would be supported by Orchid's Salt Lake headquarter staff of over 30 employees, including Account Coordinators, Service Center Agents, sales and administrative staff.

#### Primary Responsibilities

Act as a consultant for meeting planner clients, providing guidance throughout the event housing process, with the objective of filling hotel blocks efficiently, maximizing pickup, and reducing attrition risk. Manage all aspects of the event housing operation including: set-up, inventory management, sub-block administration, staff/VIP management, and event conclusion procedures.

#### Qualifications

- Several years' experience managing housing for city-wide events.
- Proficient in using the Passkey software, capable of transferring knowledge to Orchid's processes.
- Ability to utilize support staff to achieve streamlined operations.
- Must demonstrate expertise in handling interactive variables in Excel
- Experience in communicating effectively with meeting stakeholders, including meeting planners, hotels, attendees.
- Occasional travel for on-site needs that could include evenings, weekends/holidays.



- Curious, organized, motivated, analytical, and a problem solver.

### **Job Duties**

- Work with clients to understand their needs and translate those needs into a seamless housing process.
- Delegate tasks to Account Coordinators & Service Center Agents
- Use housing software for event set-up
- Work with clients/meeting planners and hotels to manage hotel room blocks as contracted
- Provide appropriate feedback to client about event process, e.g. pickup reports, shoulder night issues, special room blocks.
- Facilitate conflict resolution between hotels, convention delegates, and meeting planners.
- Maintain strong grasp of account contracts to ensure all efforts are made to fulfill client and hotel obligations.
- Follow up housing fee invoices for collections on assigned accounts when necessary.
- Travel to various events for on-site support as needed.
- Achieve departmental production standards as set forth by the Director of Operations.
- Other duties as assigned.

### **Working Relationships**

Account Manager reports directly to the Director of Operations. Works closely with meeting planner clients, and hotels. Will also work closely with Orchid staff including Sales team, Service Center Agents, and Account Coordinators.

### **Application:**

Submit cover letter, resume and salary requirement to:

Steve Gertsch

Orchid.Events

[sgertsch@orchid.events](mailto:sgertsch@orchid.events)

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