

ASSOCIATE GENERAL MANAGER

Position at CSI DMC is located in our Boston, MA office

Associate General Manager is an interim position to be transferred to General Manager when sufficient training warrants. This position will be under direct supervision by CSI DMC President and CSI DMC General Manager. The General Manager of the Boston office is directly involved in the short and long term success of CSI Boston and is an active participant in the management team. Overarching responsibilities include day-to-day management of people, policies, and procedures, while steering personnel actions towards the overall goals of the company. The general manager is responsible for driving sales performance of the team. He or she is expected to demonstrate the ability to influence and develop employees within their team to achieve personal sales goals while remaining a cohesive team. The position requires that the individual has the integrity, tact, professionalism and personal accountability appropriate to a position that involves the supervision of other and reporting to multiple stakeholders. This role manages and directs staff management in sales, business development, event operations, office budget, and human resources. The role is responsible for the overall direction, coordination and evaluation of direct reports and for carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws.

CORE RESPONSIBILITIES:

- Responsible for enforcement of consistent procedures and policies.
- Assists in the preparation of operating budget for Boston office.
- Works with personnel on fiscal management within allocated budgets and helps troubleshoot best cost saving measures.
- Coaches and supports personnel day-to-day to embrace a positive company culture and achievement of personal and team goals.
- Assesses ongoing training needs of existing personnel in consultation with CSI DMC President and CSI DMC General Manager and formulates the training plans.
- Formulates twice-yearly performance plans for non-executive personnel, reviews with CSI DMC President & CSI DMC General Manager and delivers to personnel.
- Monitors the performance and achievements of personnel, tracks evaluation periods and participates in evaluations.
- Identifies disciplinary requirements of personnel where needed, working closely with Human Resources.
- Authorizes and manages the calendar across offices for PTO/Personal time requests and ensures coverage as necessary.
- Provides management and oversight for timely and accurate delivery of expense reports, AMEX reports, by personnel.
- Provides management and oversight of timely and accurate delivery of profit and loss reports by personnel.
- Assign Account Managers for program leads & Event Managers for contracted programs within the Boston office. If necessary, requests from CSI DMC President & CSI DMC General Manager additional AM/EM from other offices.
- Escalates to CSI DMC President and CSI DMC General Manager for approval of any contract changes & deposit terms.
- Prepare monthly reports to CSI DMC President & CSI DMC General Manager.
- Meets regularly in person or via phone with CSI DMC President & CSI DMC General Manager to troubleshoot/discuss any time sensitive matters at hand.
- Identifies receivables issues, and where escalation is required, assists with collections.
- Oversees new vendor contracts to ensure compliance with CSI insurance and liability considerations.
- Oversees the timely updates of CSI "Additional insured" requirements across offices with assistance from Office Administrator.
- Participates in client presentations, sites and walk through activities as requested.
- Provides leadership to the sales department while focusing on achieving the company's revenue goals.
- Meets own sales goals.
- Reviews all initial P&L's over \$100K and spot checks others for accuracy and as a means to maximize opportunities and profit.
- Reviews sales reports and ensures accuracy on sales data every week.
- Manages the weekly staff meetings.

- Escalates client relationship issues to CSI DMC President & CSI DMC General Manager (e.g. touchpoint call, resolution call etc.)
- Calls in/attends cross-destination sales calls.
- Assists CSI DMC President & CSI DMC General Manager in hiring of personnel and decisions that impact the size and scope of the Account Management department.
- Other responsibility as identified or as the position evolves.

REQUIREMENTS:

- Bachelor's Degree or equivalent.
- CMP or DMCP designation is strongly preferred.
- 7+ years in the Hospitality business.
- 5+ years in DMC business.
- Previous experience of management for 5 or more staff for 3+ years is a must.
- Occasional local travel is expected with this position.