



## Job Posting

### About the CFPC

Representing more than 40,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

**Our Mission:** Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

**Our Vision:** Leading family medicine. Improving lives.

**Our Values:** Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to excellence.

### We are recruiting for a Manager, Meetings and Events

<b>Posting #:</b>	2021-32
<b>Department:</b>	Conferences and Events
<b>Division:</b>	Corporate Services
<b>Reports to:</b>	Director, Conferences and Events
<b>Classification:</b>	Management
<b>Status:</b>	Contract (2 years)
<b>Job Family:</b>	Manager
<b>*FTE:</b>	1.0
<b>Level:</b>	7

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## Summary

This position will manage and oversee the planning and logistics for CFPC internal meetings, external meetings, events, travel and be a C+E ambassador for staff and Chapters.

## Main Responsibilities

Essential Duties include:

### Contract and Supplier Selection | Negotiations and Management

- Contract management for CFPC internal and all external meetings and events
- Receive and negotiate all contracts with facilities, hotels and suppliers for current and future meetings including hotels
- Ensure all contracts and on-site events responsibilities are properly planned and carried out
- Prepare Request for Proposal / Quotation (RFP or RFQ) for many required suppliers; transportation, catering, travel etc. and analyze, participate in selection, and recommend
- Provide contract support to CFPC departments, chapters, and partner organizations, as needed

### Travel Management

- Oversee the CFPC travel, transportation, and accommodations for committees and staff
- Set up annual and event specific travel and hotel partnerships and discounts
- Establish ongoing corporate rates with hotels and travel providers
- Manage CFPC room blocks and ensure accurate reporting by contracted hotels
- Work with tourism bureaus to secure discounts and concessions as appropriate
- Collaborate with finance to ensure all established rules are communicated to Direct Travel
- Conduct annual reviews of travel vendors and partners and develop RFPs as needed
- Develop and conduct annual reviews of the guidelines for Direct Travel
- Address matters related to unused tickets, concessions, special requests, and other inquiries
- Engage and empower travel coordinator to take on many responsibilities

### CFPC Meetings & Event Management

- Oversee all offsite and onsite committee meetings and events
- Lead, inspire, develop, and manage the internal/external meetings team
- Improve systems, developing strategies for managing all internal/external meeting requests
- Manage internal processes, modernize, and streamline meeting tools, forms, and processes
- Develop and oversee organizational training on tools and processes to utilize C+E services
- Source, evaluate, and maintain a list of reputable external meeting locations
- Conduct site visits, provide guidance with site selections, and make recommendations
- Create critical paths, including timelines and staff responsibilities, for all C+E led events
- Provide event oversight for all meetings, whether fully or collaboratively managed by C+E
- Engage the required C+E and other staff to plan and execute these meetings
- Collaborate on all co-led meetings, ensuring responsibilities are clearly delineated
- Ensure all contracts and on-site responsibilities are properly planned and carried out
- Arrange pre- and post-convention meetings as needed
- Prepare final reports, surveys, feedback, and analysis for C+E led meetings
- Ensure CFPC leads have contacts, information, and the necessary support to be successful
- Oversee and monitor budgets, tracking contract deadlines and supplier payments
- Research, evaluate and provide guidance on the future of hybrid meetings and events
- Work with venues, operations, and experts as needed to fulfil IT / AV / other meeting needs
- Work with venues/caterers to continually improve value within budgets

- Advocate and educate for C+E services to be utilized throughout the CFPC
- Inspire ongoing improvement and excellence in service delivery
- Track annually all internal/external meetings including relevant details and analysis
- Train, educate and manage the internal and external event teams
- Budget management, review, and coding of CFPC invoices
- Contribute the fulfillment of the strategic goals of the C+E Team and the CFPC where applicable
- Contribute the goals of excellence in service delivery for the Conference and Events Team

Related duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures, and processes with all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate in the development and/or execution of special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the training of new team members as required
- Support the team and collaborate with colleagues to ensure departmental needs are met including absence coverage and cross-training as required
- Demonstrate competencies aligned with the CFPC Competency Framework

Supervisory duties:

- Implement staffing plans of the team/department
- As a Hiring Manager for direct reports, collaborate with Human Resources to develop recruitment plans based on staffing needs, participate in internal and external job candidate selection including screening, conducting interviews, testing, and onboarding. Authorize all hiring/promotional decisions, ensuring compliance with all related policies and regulations.
- Implement adequate staffing levels for all direct reports to ensure service delivery and manage requests for time off in the CFPC Time Management System.
- Set performance goals and project deadlines that align with CFPC vision, mission, strategic plan, and team/departmental priorities in consultation with the Director. Organize workflow, delegate work to employees, monitor and address issues with productivity or work quality, track progress, and provide constructive feedback and coaching.
- Supervise direct reports and manage the performance of individuals through ongoing coaching, feedback, and development to motivate, engage and drive a high performing team.
- Promote and model the highest level of service (internally and/or externally) and ensure that direct reports deliver a maximum level of service, and satisfaction is achieved and maintained. Work quickly to resolve complaints.
- Determine rewards and recognition within established policies and guidelines, both formal and informal based on performance.
- Serve as an appropriate communication link between employees and all levels of management ensuring that everyone is kept informed.
- Ensure adherence to legal and organizational policies and procedures and undertake disciplinary actions if the need arises.
- Adhering to budget policies and procedures, and in consultation with Finance, manage operating and capital budgets for the team/department, including forecasting estimated and actual costs. Ensure cost control and expenses are in alignment with the budget.

General management duties:

- Develop, provide input, and/or implement Policies and Procedures

## Requirements

- College diploma
- Certified Meeting Professional (CMP) designation or equivalent
- Minimum 5 years of experience in a related role
- Training in Meetings Management with education in meeting management and related topics
- Travel management education or experience is an asset
- Experience with running virtual or hybrid meetings in an asset
- Previous people management experience is an asset
- Proficiency in Microsoft Office software (Outlook, Word, Excel, and PowerPoint)
- Demonstrated ability to learn new software applications
- Experience working with meetings-related databases
- Strong negotiation and contract review skills required
- Critical thinking skills and the ability to anticipate needs
- Proven attention to detail with an eye for accuracy
- Excellent interpersonal skills
- Ability to achieve goals and timelines through team leadership
- Ability to work independently with a high degree of organization and accuracy
- Ability to set priorities to meet deadlines and achieve department and committees' priorities
- Adaptable, flexible, open to change, and seeks continuous improvement
- Ability to accept and give feedback with teammates, direct reports, and supervisors
- Ability to develop and maintain collaborative relationships at all levels of the organization to build trust and confidence in the services provided
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French is an asset

## Working Conditions

- Office environment
- 8:00 a.m. – 4:00 p.m. or 8:30 a.m. – 4:30 p.m. or 9:00 a.m. – 5:00 p.m. Monday to Friday
- Travel to site visits and offsite meetings/events as required
- Travel is required during FMF, including extended working hours

**If you share our passion, and are committed to living our CFPC Values**

**please submit a cover letter and your résumé referencing the posting #2021-32 to: [careers@cfpc.ca](mailto:careers@cfpc.ca)**

**Important Note:** On April 9, 2021, our Executive Team approved our interim relocation guidelines and advised that while we are in Phase 1 of our Return to Office pandemic plan, all employees will continue to work remotely. We are in the process of examining our future New Way of Working model, including the possibility of a fully remote or hybrid remote workplace. Until that decision has been made, and otherwise communicated, our head office continues to be 2630 Skymark Avenue in Mississauga, Ontario. Except for identified senior-level positions, all new employees and internal employees who apply for new positions will be expected to commute to our office in Mississauga at their own expense if required to do so.

*The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate*

*in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.*

*We thank all those who apply but only those selected for further consideration will be contacted.*

*\*Full-Time Equivalent*

