



POSITION: Event Services Manager
DEPARTMENT: Wintrust Arena and Arie Crown Theater Operations
REPORTS TO: Director of Operations
FLSA STATUS: Salaried/Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Event Services Manager at the McCormick Place Convention Center. The Event Services Manager controls and monitors the customer contact aspect and front-of-house division at both the Wintrust Arena and the Arie Crown Theater. Plans, monitors, directs and manages the event coordination, security, crowd control, exhibitor services, outside contractor service functions and enforces fire marshal regulations by performing the following:

Essential Duties and Responsibilities

- Acts as the key facility operational liaison for clients assisting them with planning and organizing events; guides in preparation of events by interpreting and explaining contract provisions, policies and procedures.
- Develops and implements policies and procedures for Guest Relations & Event Security staff.
- Oversees all guest related services, operations, and staff including crowd management. Engages in decisions related to crowd management in a prompt and decisive manner during the crisis situations.
- Researches, reviews and recommends equipment, materials and supplies required in providing event services and planning.
- Enforces all building policies and procedures during an event to assure safety and security for all.
- Responsible for producing post event reports and tracking trends.
- Coordinates service needs with food and beverage contractor, and other vendors.
- Works with McCormick Place Traffic Department to establish traffic plans for Arena events and ensure coordination of services with other McCormick Place events.
- Works with McCormick Place Life Safety Department and local fire marshal officials to ensure compliance with all local fire codes.
- Works with Ticket Office personnel and changeover staff to ensure proper seating configuration and in-house equipment placement.
- Coordinates with marketing department all media entry into the building before, during or immediately following events.
- Assists in preparation of facility budget and estimated revenues.
- Oversees the participation of related departments, such as operations, police, traffic, for facility activities.
- Prepares cost estimates, assists the Finance Department with obtaining invoices during events, and monitors final billing.

- Works irregular schedule to ensure proper supervision of all events and activities scheduled in the facility, as required. This individual should be prepared to put in necessary hours, which include nights, weekends and holidays.
- Performs other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

- High School Diploma or equivalent required; Bachelor's Degree preferred.
- Five (5) years related work experience and/or training.
- Or a combination of education and experience.
- A minimum of three (3) years of experience in event management, convention services, hotel or a multipurpose public assembly facility is preferred.

Skills and Abilities

- Strong customer service skills.
- Knowledge of public assembly facility management, customer service practices and exhibitor service practices a plus.
- Demonstrated knowledge in industry terminology, facility capabilities, operational procedures, event coordination and event-related services.
- Ability to handle conflict and exercise proper action during high tension and stressful situations.
- Ability to follow oral and written instructions and to communicate effectively with others in both oral and written form.
- Ability to organize and prioritize work to meet deadlines. Works effectively under pressure and/or stringent schedules while producing accurate results.
- Ability to work independently and exercise independent judgement.
- Ability to remain flexible and adjust to situations as they occur.
- Ability to maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Ability to work flexible hours based on events including evening, weekends and holidays as needed.

Computer Knowledge

To perform this job successfully, an individual should have strong knowledge of Microsoft Office including Word and Excel.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee may spend long hours in walking, standing or sitting positions, lifting of up to 50 lbs. or may be exposed to moderate to extreme noise during events.

Hours of work and travel requirements

Ability to work flexible hours based on events including evening, weekends and holidays as needed.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Please use the below link to apply.

External Candidates:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000812973106#/>

Internal Candidates:

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000812973106#/>

Recruiter- Stella Butera
McCormick Place – ASM Global
301 E. Cermak Rd, Chicago, IL. 60616

Applicants that need reasonable accommodations to complete the application process may contact 312.791.7000.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

We will only accept applications from 01-11-22 to 01-25-22