



POSITION: Director of Event Management
DEPARTMENT: Event Management
REPORTS TO: General Manager
FLSA STATUS: Salaried/Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Director of Event Management at the McCormick Place Convention Center. Directs all activities of the Event Management Department, to coordinate the delivery of all services provided by McCormick Place and its subcontractors to conventions, trade shows, exhibitions and meetings.

Essential Duties and Responsibilities

- Directs the activities of Event Managers to assure the satisfactory delivery of facility services to the various McCormick Place events.
- Meets with and directs staff in meetings with clients to determine their event needs in order to prepare the facility and staff to properly serve the event.
- Oversees customer contact program to achieve high levels of customer satisfaction through proactive planning and scheduling of information flow.
- Develops operating procedures and policies that conform to corporate standards, customize to the specific needs of the facility and consistent with the goals and objectives of the client, facility and corporation.
- Oversees the billing for facilities and services in accordance with terms set forth in the license agreements.
- Acts as key liaison with Sales to review events and assign personnel in a timely basis.
- Maintains verbal and written communications with event customers when required.
- Assists in preparing annual operating and personnel budgets and managing expenses for the Event Management Department.
- Develops bid specifications, renewing agreements, and managing all other related items to insure that acceptable and quality performance levels are achieved.
- Participates as a representative of McCormick Place in the activities of industry associations such as PCMA, IAEM, etc.
- In coordination with Sales Department and Choose Chicago, meets with clients early in the sales process to ensure the correct understanding of the events' needs and that they are reflected in the correct booking and licensing of space.
- Coordinates with the Sales Department in conducting site tours and participate in post- show wrap-ups, client events, industry meetings and trade shows, etc.
- Trains and monitors the technical and professional development of the Event Managers to meet goals of expertise growth and customer satisfaction.
- Monitors effectiveness of other departments in delivering services to the various events.
- Assists and implements programs relating to the coordination of delivery of service by service contractors and other external organizations.

- Oversees the implementation of computerized event management systems.
- Ensures all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations and emergency procedures are followed.
- Leads weekly operation meeting with event operations and catering team to determine concession hours of operations, equipment/electrical needs and delivery of services.
- Manages the use of non-licensed (public) space to maximize each customer's presence.
- Performs other job-related duties as assigned.

Supervisory Responsibilities

Provides overall direction, coordination, and evaluation of the Event Managers. Carries out the full spectrum of supervisory responsibilities in accordance with ASM Global's policies and applicable laws.

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

- Bachelor's Degree in Facility Management, Marketing or Business Management.
- Minimum of five (5) years' experience as show/meeting manager, contractor or facility convention services manager.
- Minimum of three (3) years supervisory experience over large personnel group, with proven ability to supervise effectively.

Skills and Abilities

- Strong, verbal, written, and interpersonal communication skills.
- Excellent problem solving and customer relations skills and ability to maintain effective client communications in pressure situations.
- Ability to negotiate event services with clients.
- Ability to determine client event needs and design programs to meet or exceed those needs.
- Proven ability to organize and prioritize effectively to meet deadlines.

Computer Knowledge

To perform this job successfully, an individual should be proficient in Microsoft Word, Excel and PowerPoint. Preferred experience includes proficiency with a facility-wide and/ or order processing software such as Ungerboeck's EBMS.

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 be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and /or standing up to 8-10 hours daily. The employee is regularly required to sit for long hours; using hand to handle files, type and operate offices machines; to talk and hear on the telephone. Specific

vision abilities required by this job include close vision to handle contracts, other office correspondence, etc.

Hours of work and travel requirements

This position will generally work standard business hours, but the candidate may be required to work off-schedule hours including holidays and weekends. Occasional travel may be required (1-2 times per year).

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://asmglobal.wd1.myworkdayjobs.com/careers/job/McCormick-Place-Complex/Director-of-Event-Management_R10011636

Internal Candidates:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/McCormick-Place-Complex/Director-of-Event-Management_R10011636

Recruiter- Shalanda Hedrick
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 accept applications from 06-24-22