



POSITION: Operations Manager
DEPARTMENT: Operations - Entertainment Division
REPORTS TO: Director of Arena Operations
FLSA STATUS: Salaried/Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Operations Manager at the McCormick Place Convention Center. Coordinates and develops changeover schedules and maintenance projects for the Wintrust Arena and Arie Crown Theater.

Essential Duties and Responsibilities

- Develops event set up plans and schedules for designated work crews.
- Schedules building & equipment maintenance and repairs as needed.
- Conducts documented building inspections of both venues, to include before/after events as well as day to day.
- Actively participates in Event Planning & Staff meetings.
- In conjunction with Production Managers and Director of Arena Operations, develops scale drawings for use by staff and clients.
- Assists with providing guests and clients a quality experience as a member of the Event Operations team.
- Works closely with the DePaul tenant to ensure that high-level quality operating standards are measured and maintained for all events.
- Investigates, analyzes and resolves operational problems and complaints.
- Develops and implements preventative maintenance schedules and monitors repair activity to minimize downtime and inconvenience to facility event activity, house contractors, and tenants.
- Coordinates operational activities with other departments and event related contractors to assure facility readiness and smooth operation of events, along with providing clear, concise, and timely communication of directives to other departments.
- Provides yearly inventory of all equipment.
- Performs other duties as assigned.

Supervisory Responsibilities

Carries out supervisory responsibilities in accordance with ASM Global policies and applicable laws. Responsibilities include overseeing 3rd party vendor contracts as applicable to the WA & ACT such as set-up and housekeeping staff, overseeing additional contractors and vendors as needed, and working with various building trades.

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.
- A minimum of 4 years related work experience in venue management, hospitality or an event related position.
- Previous supervisory experience preferred.
- Bachelor's Degree preferred.

Skills and Abilities

- Proficient with Microsoft Office Suite (Outlook, Word, Excel); and ability to learn new software.
- Ability to prioritize and to handle multiple projects simultaneously while meeting tight deadlines.
- Good written, verbal and interpersonal skills required; ability to interact with all levels.
- Flexibility to work independently as well as with a team.
- Ability to work flexible schedule including nights, weekends, and holidays

Computer Knowledge

Microsoft package (Word, Excel, Access) as well as the ability to learn other in-house software systems. CAD or Vectorworks knowledge preferred, but not required.

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.

This position requires walking and standing for long periods of time in addition to desk work. This position may require step climbing, walking, and working irregular hours. This position may require working in low light, flashing lights, and loud noises. This position may require lifting up to 50lbs on occasion.

Hours of work and travel requirements

Flexible work schedule needed which may include evenings, weekends and holidays.

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/Chicago-IL/Operations-Manager_R10012089

Internal Candidates:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Operations-Manager_R10012089

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 only accept applications from 06-14-22 to 07-01-22