



**POSITION:** Assistant General Manager  
**DEPARTMENT:** Executive  
**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 an Assistant General Manager at the McCormick Place Convention Center. Under General Manager's supervision, the Assistant General Manager coordinates the day-to-day activities of the various departments within the facility. Helps to facilitate optimum efficiency, maximize profits, and provide exceptional customer service by performing the following duties individually or through subordinate supervisors.

### **Essential Duties and Responsibilities**

- Implements facility policies and goals in accordance with the management contract, client's objectives, and corporate policy.
- Meets with department heads to review activity, operating, and sales reports. Determines changes to the programs and/or operations and oversee implementation with the department heads.
- Negotiates contracts and agreements with suppliers, promoters and tenants for necessary activities and services at the facility.
- Assists in the development of long-range plans and program objectives in accordance with the management contract and corporate policy.
- Guarantees all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations, and emergency procedures are followed.
- Implements procedures within the departments to establish and maintain customer service standards that are designed to ensure a positive and professional image and generate repeat business.
- Assists in the preparation of the annual budget and capital project budget for future repairs and improvements to the facility.
- Establishes and maintains professional, productive, and positive relationship with MPEA leadership and staff.
- Establishes and maintains contact with booking agents, professional managers, promoters, and others within the industry to encourage continual and regular use of the facility.
- Conducts post-event operational and financial review and analysis.
- Coordinates implements and administers personnel development/training and safety/emergency procedures.
- Reviews and approves all purchasing, travel, and promotional expense activity.
- Performs other duties as assigned.

### **Supervisory Responsibilities**

Carries out supervisory responsibilities in accordance with ASM Global policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

### **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 from an accredited four-year college or university and a minimum of five (5) years' industry experience with at least three (3) of those years in a senior management function of an arena, convention center or stadium or an equivalent combination of education and experience.

### **Skills and Abilities**

- Excellent communication and interpersonal skills and organizational ability.
- Ability to work with and maintain highly confidential information is required.
- Ability to work simultaneously with a broad variety of vested interest groups and to foster a cooperative environment, always creating a positive environment respecting each individual's goals and perspective.
- Demonstrated knowledge of the principles and practices used in the successful management of entertainment or convention facilities of a similar description.
- Ability to anticipate problems and implement immediate corrective action. Remain Flexible and adjust to situations as they occur.
- Ability to perform effectively under significant pressure typically associated with meeting the demands and timetables of the entertainment industry.
- Strong orientation towards hospitality/customer service for the meeting, convention, and entertainment industry.
- Basic knowledge of facility operating standards, building maintenance, custodial, personnel and office management.
- Ability to deal effectively with Human Resources and personnel problems; to deal constructively with conflict; to motivate, provide counsel and execute applicable solutions.
- Possess skills and experience in contract negotiation, business law, labor relations, union contracts, purchasing procedures, and supervising personnel.
- Plan, coordinate, and direct varied and complex administrative operations.
- Supervise and recognize Human Resources and personnel problems, deal constructively with conflict, supervise, and motivate personnel, provide counsel on routine and sensitive personnel matters, and execute applicable solutions.
- Ability to work flexible hours, including nights, weekends, and holidays in addition to normal business hours as needed.
- Must have professional attitude and appearance.

**Computer Knowledge**

To perform this job successfully, an individual should be proficient in Microsoft Word, Excel, and PowerPoint.

**Certificates, Licenses and Registrations**

No certifications required.  
CFE, CFE or CMP designation preferred.

**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.

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, for review of statistical and other financial records along with other office correspondence, etc.

**Hours of work and travel requirements**

May work extended work hours and may travel when 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.

**External Candidates:**

[https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Assistant-General-Manager\\_R10014727](https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Assistant-General-Manager_R10014727)

**Internal Candidates:**

[https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Assistant-General-Manager\\_R10014727](https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Assistant-General-Manager_R10014727)

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 12-06-22 and until position is filled.**