



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

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Event Manager at the McCormick Place Convention Center. Provides professional client services support in the planning, organization and management of events within the facility. Monitors the logistics of these events, and all event coordination tasks after events are booked through the conclusion.

Essential Duties and Responsibilities

- Directs all facility staff in delivering facility services for events and resolves event related problems.
- Directs and participates in the pre-event planning, reviews any history of the event, initiates correspondence and conferences with the event planner, their suppliers, and ASM Global staff.
- Compiles and reviews event and contractor charges with appropriate ASM Global staff and event planner, prepares proper documentation for invoice preparation and assists in the follow-up on collections.
- Conducts post-event meetings with the event planner and their contractors as necessary to evaluate services provided.
- Conducts tours of the facilities for potential customers, explains services and facilities available, describes how they may best be used by the event, and determines the needs of the potential event.
- Works closely with our Hotel Partners to execute events they have contracted into our space.
- Assists with preparing pricing estimates for prospective meeting.
- Monitors and ensures compliance with contractual responsibilities of all parties.
- Prepares pre-event planning documents and instructions.
- Ensures compliance with all facility and appropriate governmental rules and regulations by the event planners and all service providers working on the event.
- Provides clear, concise, and timely communication of directives to other departments.
- Implements facility rules, regulations, policies and procedures.
- Maintains the proper image and generates positive public relations with patrons and staff.
- Works with internal service partners to provide quality service to customers.
- Serves as Liaison for all facility clients to ensure highest level of customer service for all external service providers.
- Establishes new standards of customer service by working with departments in the facility.
- Performs other job-related 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

- Bachelor's Degree from four-year College or University; 1 to 2 years related work experience and/or training; Or equivalent combination of education and experience.
- Previous experience working in a hotel setting a plus.
- Working knowledge of the principles of facility management, services and equipment for a similar facility.

Skills and Abilities

- Exceptional communication skills both verbal and written.
- Excellent organizational, planning and problem-solving skills.
- Professional presentation, appearance and work ethic.
- Ability to prioritize multiple projects.
- Ability to coordinate the work of others in delivering various facility services.
- Ability to adjust work schedule to coincide with events.

Computer Knowledge

To perform this job successfully, an individual should have strong computer skills with ability to learn and master new applications.

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 may sit for long hours and be required to use hands 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

Ability to work long and irregular hours that may vary due to functions and may include day, evening, weekends and holidays. May be required to travel.

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:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/Chicago-IL/Event-Manager_R10015716

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 03-01-23 and until position is filled.