



POSITION: Customer Service Manager
DEPARTMENT: Technology Services
REPORTS TO: Technology Sales & Services Manager
FLSA STATUS: Salaried/Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Customer Service Manager at the McCormick Place Convention Center. The Customer Service Manager monitors the processes of the sale and execution of McCormick Place Convention Center customer services for conventions and tradeshows including but not limited to telecommunications and internet services. This position provides outstanding customer service to all guests, exhibitors, and clients. Acts as liaison between the facility and clients, ensuring all clients' requirements are met and facility rules, regulations and policies are adhered to.

Essential Duties and Responsibilities

- Ensures the successful coordination of exhibitor technical services purchased by event organizers, clients, exhibitors, and vendors.
- Acts as the direct contact for all departments supplying technical services for exhibitors and clients.
- Coordinates event ordering information with all internal departments, contractors and event appointed contractors.
- Acts as a liaison between McCormick Place, the event organizers, and the exhibitors in determining Internet and telecommunications service requirements. Resolves any issues related to those services including, but not limited to, exhibitor and event organizer invoicing.
- Acts as the show coordinator for assigned events. In doing so, ensures the timely execution of deadlines related to technology services' activities for designated shows.
- Resolves routine and challenging situations with clients, exhibitors, contractors, and staff using open communication and critical thinking skills.
- Plans, organizes, and assigns day-to-day work assignments for part-time Technology Services staff
- May assist with training and evaluation of part time staff as needed.
- May assist with developing and/or improving the Technology Services department policies and procedures.
- Maintains the proper image and generates positive public relations with clients, exhibitors, contractors, and staff.
- Follows oral and written instructions and communicate effectively with others in both oral and written form.
- 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 preferred in Business, Communication, General Management, or related area with 2 years' experience in a customer service environment, or
- High School diploma or equivalent with of 3-5 years' experience in a customer service environment.
- Prior convention / trade show related experience preferred.
- Working knowledge of IT services and infrastructure preferred.
- Must have demonstrated success in handling customer service disputes directly or via telephone and email.

Skills and Abilities

- Excellent verbal, written and interpersonal communication skills.
- Excellent organizational skills with proven ability to prioritize effectively.
- Knowledge of Windows 10 preferred.
- Must have proficiency in Microsoft Word and Excel.
- Must have a strong math aptitude.
- Must be a team player with a professional and pleasant demeanor with excellent telephone skills.
- Ability to gain and demonstrate proficiency with an enterprise-wide event management system such as Ungerboeck Software is 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.

Physical requirements include the ability to communicate verbally and ability to move around the McCormick Place campus and facilities, including walking and standing for extended periods. Must be capable of lifting up to 20 pounds.

Hours of work and travel requirements

Must be able to work flexible work hours commensurate with events schedules and business needs. Required to work long and irregular hours that will vary due to functions and will include day, evening, weekends, and holidays when necessary. No travel required.

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/Customer-Service-Manager_R10016376

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 04-17-23 to until position is filled