



Position- Part-Time Guest Service Representative
Facility Name- McCormick Place
Location- Chicago, IL.

POSITION: Part-Time Guest Service Representative
DEPARTMENT: Event Operations
REPORTS TO: Guest Information Manager
FLSA STATUS: Hourly Non-Exempt

Summary

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Part-time Guest Service Representative. The position will assist customers, clients, event staff tenants, employees and the public by operating a multi-line telephone system to answer incoming calls, providing information in person to guests at the Information Desk, and delivering any other customer service needed by performing the following duties.

Essential Duties and Responsibilities

- Pleasantly greets and assists guests in person or by phone while working one of the Information Desks located throughout the McCormick Place Campus. Answers questions about McCormick Place, building facilities, transportation or hours of operation and provides callers with address, direction, or information about events at the facility.
- Provides information on local features such as shopping, dining, entertainment, sports, and tourism attractions. Answers questions regarding local amenities or areas of interest and gives proper directions to these areas acting as a concierge for all guests.
- Maintains the appearance of the Information Desk areas and its brochures, maps, magazines, menus and other hospitality publications. Notifies respective personnel when literature needs replenishing.
- Responds to informational needs for guests efficiently and in a professional manner; contacts other McCormick Place departments as needed to provide necessary assistance. Handles complaints, concerns or compliments and reports to management as directed.
- Receives lost & found items and processes according to established policy.
- Provides backup relief for the McCormick Place Corporate Office Receptionist as needed. Answers incoming telephone calls in a friendly, professional manner, determines purpose of calls and forwards calls to appropriate personnel or department.
- Provides backup relief for processing and distributing mail to the McCormick Place Campus as needed. Receives incoming mail and packages and delivers to appropriate departments.
- 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/or Experience

- High school Diploma or equivalent required
- Minimum of one (1) year previous customer services related experience required.

Skills and Abilities

- Due to the cyclical nature of the hospitality industry, may be required to work varying schedules evenings, weekends, and holidays to accommodate business and client needs in the facility.
- Must have a professional appearance and a passion for customer service.
- Must possess strong interpersonal, oral, and written communication skills.
- Must have telephone etiquette.
- Must be able to listen, hear, and respond to guest inquiries.
- Must be able to work independently and maintain a positive attitude within a very busy environment.
- This position requires the ability to interact with diverse populations in a professional manner.
- Demonstrated familiarity with City of Chicago and McCormick Place facilities is preferred.

Computer Knowledge

Must be proficient with Internet and Google. Knowledge of EBMS preferred.

Certificates, Licenses, Registrations

Must have a valid Driver's License.

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 may be required to lift up to 30 lbs.

While performing the duties of this job, the employee is regularly required to sit for long hours, talk, and hear on the telephone. Specific vision abilities required by this job include close vision to handle office correspondence.

Hours of work

Ability and willingness to work a varied schedule including nights, 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 links to apply.

Internal Candidates

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000530919706#/>

External Candidates

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000530919706#/>

Recruiter- Stella Butera
McCormick Place/SMG
301 E. Cermak Rd, Chicago, IL. 60616

Applicants that need reasonable accommodations to complete the application process may contact 312.791.7000.

SMG 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 application from September 4, 2019 through September 30, 2019