



Position- Front of the House Manager
Facility Name- McCormick Place / Wintrust Arena
Location- Chicago, IL

POSITION: Front of House Manager
DEPARTMENT: Wintrust Arena Operations
REPORTS TO: Event Services Manager
FLSA STATUS: Salaried Non-Exempt

Summary

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Front of House Manager for SMG/McCormick Place. Controls and monitors the customer contact aspect and front-of-house division of the Wintrust Arena and Arie Crown Theater. Plans, monitors, directs and manages security, crowd control, and guest related services by performing the following personally or through subordinates or contracted services.

Essential Duties and Responsibilities

- Responsible for scheduling, training and providing on site management of various guest service contractors working in all areas of the facilities including front of house, back of house, premium seating and suites such as emergency/medical personnel, crowd control, ushers/ticket takers, and Police Officers before, during and after events.
- Working with the McCormick Place Director of Security and MPEA Chief Security Officer, develops and implements the security and staffing plan for each Wintrust Arena and Arie Crown Theater event.
- Responsible for overall crowd management for events. Engages in decisions related to crowd management in a prompt and decisive manner during the crisis situations.
- Develops and implements policies and procedures for Guest Relations & Event Security staff.
- Works with Office Manager and Event Services Manager to ensure the needs of guests with disabilities are met and ensure overall ADA guidelines are in compliance.
- Responds to all guests' concerns/complaints in a prompt, courteous and professional manner.
- Serves as the main point of contact for all guest requests/needs and then pursues the issue to a resolution.
- Enforces all building policies and procedures during an event to assure safety and security for all.
- Provides public assistance with lost and found.
- Responsible for special needs or request for all front-of-house arrangements such as opening of house, late seating, clearing aisles, etc.
- Assists in preparation of event staffing estimates and actuals for events.
- Conducts pre-event briefings including event details and special requirements.
- Investigates, reports and provides follow-up on incidents including damage or injury to the facility or individuals attending events.
- Stays current on developing trends in crowd management, emerging security threats, and customer services and amenities in similar facilities.
- Works irregular schedule to insure proper supervision of all events and activities scheduled in the facility, as required. This individual should be prepared to put in necessary hours, which include nights, weekends and holidays.
- Performs other duties as assigned.

Supervisory Responsibilities

Directly supervises contracted event services staff. Carries out supervisory responsibilities in accordance with SMG's 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/or Experience

High School Diploma or equivalent required; Bachelor's Degree preferred.

Five (5) years related work experience and/or training or a combination of education and experience.

A minimum of three (3) years of experience in event management, convention services, hotel or a multipurpose public assembly facility is preferred.

Skills and Abilities

- Strong customer service skills.
- Demonstrated ability to manage, supervise, train and motivate employees.
- Knowledge of public assembly facility management, and customer service practices.
- Demonstrated knowledge in industry terminology, facility capabilities, operational procedures
- Demonstrated knowledge of crowd management and safety and security policies, practices, and procedures and experience applying these standards in a 10,000 plus seat public assembly facility.
- Ability to handle conflict and exercise proper action during high tension and stressful situations.
- Ability to follow oral and written instructions and to communicate effectively with others in both oral and written form.
- Ability to organize and prioritize work to meet deadlines. Works effectively under pressure and/or stringent schedules while producing accurate results.
- Ability to work independently and exercise independent judgement.
- Ability to remain flexible and adjust to situations as they occur.
- Knowledge of building operations, maintenance and safety requirements.
- Ability to maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Ability to work flexible hours based on events including evening, weekends and holidays as needed.

Computer Knowledge

To perform this job successfully, an individual should have strong knowledge of Microsoft Office including Word and Excel.

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 spend long hours in walking, standing or sitting positions, lifting of up to 50 lbs. or may be exposed to moderate to extreme noise during events.

Hours of work

Ability to work flexible hours based on events including evenings, weekends and holidays as 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.

Please use the below link to apply.

Internal Candidates:

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000477177306#/>

External Candidates:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000477177306#/>

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 applications from April 3, 2019 through May 3, 2019