



**Position- PT Guest Information Agent**  
**Facility Name- McCormick Place**  
**Location- Chicago, IL.**

**POSITION:** Guest Information Agent (Part-Time)  
**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 the PT Guest Information Agent for SMG/McCormick Place. This position has overall responsibility for efficiently and courteously handling the requests of convention guests and the general public in all Information Desk related functions. The Guest Information Agent provides general customer service to the public and provides information about the McCormick Place Campus and/or City of Chicago events. The Guest Information Agent must utilize available resources to provide excellent guest satisfaction in receiving and responding to customer complaints.

### **Essential Duties and Responsibilities**

- Pleasantly greets and assists guests (i.e., contractors, exhibitors, attendees and the general public) in person or by phone by providing information related to the McCormick Place Campus, and/or City of Chicago.
- Identifies and explains information regarding McCormick Place facilities, services and hours of operation.
- Answers guest questions regarding local area amenities or areas of interest (i.e. restaurants, transportation, entertainment etc.) and gives proper directions to these areas acting as a concierge resource for all guests. Responds to informational needs for guests efficiently and in a professional manner; contacts other McCormick Place departments as needed to provide necessary assistance.
- Handles guest's complaints, concerns or compliments and reports to management as directed.
- Demonstrates proper telephone etiquette.
- Receives lost & found items and processes according to established policy.
- Maintains a clean work area. Stocks and distributes maps and other related McCormick Place and City of Chicago literature.
- Provides backup telephone relief for McCormick Place Corporate Office Receptionist as needed.
- Provides backup relief for processing and distributing mail to McCormick Place Campus through the Office Service Mail Room as needed.
- 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**

A High School Diploma or equivalent required.

Minimum of (1) year previous customer service related experience required.

**Skills and Abilities**

- Excellent verbal and interpersonal communication skills required.
- Excellent customer service skills with demonstrated initiative and ability to assist guests required.
- Must maintain a neat and professional appearance.
- Must be able to work with diverse populations in a supportive and professional manner.
- Must be flexible and willing to work a varied schedule.
- Ability to handle multiple tasks in a high-pressure environment.
- Ability to drive a full-size van preferred.
- Ability to frequently lift and/or move 30 lb. packages, bins or boxes.
- Demonstrated familiarity with City of Chicago and McCormick Place facilities is preferred.

**Computer Skills**

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

**Certificates, Licenses, Registrations**

Driver's License 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.

While performing the duties of this job, the employee is regularly required to sit for long hours; to talk and hear on the telephone. Specific vision abilities required by this job include close vision to handle office correspondence. May be requested to drive a full-size van and to lift or move 30 lb. packages, bins or boxes in order to support the mail room function.

**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 link to apply.**

**External Candidates:**

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000419375406#/>

**Internal Candidates:**

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000419375406#/>

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 October 2, 2018 through November 2, 2018**