



Position Title: Client Services Project Manager
Department: Client Services
FLSA Status: Hourly, Part-time
Reporting to: Vice President, Client Services
Effective Date: October 2019

Choose Chicago is the official sales and marketing organization responsible for promoting Chicago as a global visitor destination for business and leisure travelers.

POSITION SUMMARY

This is a unique opportunity to join the Choose Chicago team and be part of a new and exciting initiative.

The Project Manager will serve as an attendance building tool and educational resource for conventions and meetings while increasing awareness of Choose Chicago within our community. By using expert knowledge of the city and establishing strong community connections, Choose Chicago will serve as the conduit between clients and our We're Glad You're Here (WGYH) partner organizations. The goal of WGYH is to connect and collaborate with Chicago's civic/corporate communities to ensure that conventions and meetings held in Chicago are successful.

The Client Services Project Manager will play an integral role in supporting the Vice President, Client Services on growing and expanding Choose Chicago's WGYH Initiative. Reporting directly to the Vice President of Client Services, the Project Manager will be responsible for organizing, managing and performing an extensive array of responsibilities in the areas of WGYH partner outreach, creation of presentation materials, event coordination, data entry and various project initiatives. The ideal candidate for this role is entrepreneurial and collaborates well in a teamwork environment. The Project Manager must be highly organized, detail-oriented and comfortable engaging in meetings with C-suite and E-suite executives.

The Project Manager must possess a high level of business acumen and have the ability to manage multiple projects at a time. This WGYH initiative is expected to grow significantly and the Project Manager will be vital to its success.

RESPONSIBILITIES

- Support Vice President, Client Services with various WGYH projects on behalf of Chicago's convention clients. The focus will be on engaging the greater Chicago business community with the ultimate goal of increasing convention attendance, media exposure, and student participation at conventions and meetings held in Chicago.
- Following up with WGYH partners in a professional manner via phone and written correspondence. Assist with WGYH partner communications and mailings.
- Serve as the key contact for data base maintenance for the WGYH Initiative. Responsible for maintaining the integrity of data including but not limited to growing and maintaining an updated list of key subject-matter, local area experts to serve as possible convention speakers.

- Create and manage all WGYH partner/clients events including assisting onsite at the events.
- Assist with the creation of WGYH PowerPoint and other related presentations as needed.
- Assist with updating WGYH Client Requests and success stories to share with the Choose Chicago Sales, Services, and Communications departments. Submit monthly WGYH updates to the Director of Communication for Choose Chicago's The Destination e-newsletter.
- Schedule work activities to ensure deadlines and goals are completed in a timely and organized manner.
- Comply with established policies and guidelines applying to the Choose Chicago operations and employee conduct.
- Attends before or after work events including but not limited to Choose Chicago partner networking events, industry events and events created for or by WGYH partners to build work relationships with industry partners as needed.
- Keep up to date on Chicago as a destination.
- Perform other duties as assigned by the Vice President, Client Services.

MINIMUM QUALIFICATIONS

- College degree preferred or equivalent practical experience.
- Minimum of five (5) years of related experience in an office environment showing progressive growth and learning and/or training equal to the skill level needed to perform this position.
- Prior experience required in supporting a management team and working with minimal or no supervision.
- Experience in the Chicago tourism, hospitality, or convention bureau industry a plus.
- Position requires a moderate amount of independent judgement.
- Knowledge of Chicago area, local attractions, special event venues and hotels is a plus.
- Knowledge of convention and association industry a plus.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to effectively use MS Office products including but not limited to Word and Excel, Outlook, Power Point, etc.
- Outstanding verbal and interpersonal skills for frequent interaction with customers, partners and suppliers.
- Exceptional presentation skills.
- Proficient use of English grammar, spelling and punctuation.
- Ability to work cooperatively and communicate effectively.
- Ability to represent Choose Chicago in a professional manner while interfacing with internal and external clients.
- High attention to detail with the ability to manage and work simultaneously on multiple projects with conflicting demands for multiple clients/directors, and to organize and meet tight deadlines in a fast-paced environment.
- Ability to think creatively, strategically and work within budget.
- A strong team orientation is critical based on the collaborative culture of Choose Chicago and the convention industry.
- Energetic, self-starter and resourceful problem solver.
- Possess excellent logic, organizational and time management skills.
- Ability to manage and work simultaneously on multiple projects.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS

- Ability to perform work utilizing a computer for extended periods of time.
- Ability to sit for extended periods of time in performing the work.
- Ability to grasp objects utilizing the fingers (fine motor manipulation).
- Ability to travel by ground transportation (includes personal and public transportation) as required in performing work.
- Ability to travel throughout the city, including prolonged standing and walking.
- Ability to work nights and weekends as needed. Working evenings include, but are not limited to hosting media, attending business exchanges and venue openings/receptions/client appreciation events, etc.

TO APPLY

Qualified candidates should submit resume and include hourly rate requirements to resumes@choosechicago.com or mail to:

Choose Chicago

Human Resources Department
301 E. Cermak Road Chicago, Illinois 60616

EMAIL: resumes@choosechicago.com

No Phone Calls

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