



Position Title: Client Services Manager
Department: Client Services
Reports To: Sr. Director Client Services
FLSA Status: Exempt
Effective Date: March 2023

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

POSITION SUMMARY

The Client Services Manager (CSM) is responsible for providing the highest quality services to assigned meeting, tradeshow and convention accounts that meet in Chicago; to disseminate service materials to such organizations in a timely fashion; to provide event management with promotional support in the form of destination marketing resources, attendance building, and city recognition.

Works in close partnership with the Sales Department to service confirmed business in Chicago by acting as a liaison between event management, Choose Chicago members and city departments. The CSM is the main representative of all that is Chicago to our convention clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain continual communication with clients through direct contact, phone calls, e-mail, letters and personal visits creating a strong customer/partner relationship.
- Must be a team player with a great understanding of the importance of *exceptional customer service*.
- Contribute to the development of Choose Chicago's goals by assessing each account, customizing programs and working within the appropriate budget to complement the client's needs; develop and present the proposal to the client.
- Forecast expenditures and work within +/- 5% of the designated client budget.
- Maintain concise account profiles in Simpleview, and complete and organize paper and electronic files in an accurate and a timely fashion.
- Manage timeline for services with assigned accounts in order to provide the highest possible level of customer service.
- Maintain a current knowledge base of the Choose Chicago Meeting Professionals Guide, Partners, and City of Chicago programs as it relates to providing educated recommendations to clients.
- Coordinate and execute site inspections through the development of itineraries, including but not limited to assignment of housing and transportation arrangements. Accompany clients on visits.
- Facilitate all city and state requests including welcome letters for the Mayor and Governor, banner requests and airport signage.
- Develop new programs, or recommendations for updating existing programs to enhance and increase the usage of the department's services.
- Support partnership base through referrals and attendance of meetings and special events.
- Develop, promote, and execute Chicago's "We're Glad You're Here!®" program recognition and retention services through individual account needs assessment.
- Travel to promote the city for future Chicago shows for qualifying/applicable accounts.
- Travel to appropriate and necessary client appointments and industry events as needed.
- Comply with established policies and guidelines applying to the Choose Chicago operations and employee conduct.
- Perform a variety of administrative tasks.
- Perform other duties as assigned by the Vice President, Client Services and Directors of Client Services.

MINIMUM QUALIFICATIONS

- Bachelor's degree preferred or equivalent practical experience.

- Four (4) years of related customer service experience in industry along with demonstrated project management experience showing progressive growth and learning and/or training equal to the skill level needed to perform this position.
 - Certified Meeting Professional (CMP) or studying for CMP designation a plus.
 - Occasional travel required.
 - Prior experience in the hospitality, convention bureau or sales industry preferred.
 - Understanding of marketing and promotional efforts/concepts for meeting planning.
 - Prior management experience a plus.
-

KNOWLEDGE, SKILLS, AND ABILITIES

- Understanding of Chicago's attractions, hotels and special event venues.
 - Ability to effectively use MS Office products including but not limited to Word, Excel, Outlook, Power Point, etc.
 - Possess excellent written and verbal communication skills, exceptional spelling, punctuation and grammar skills.
 - Ability to represent Choose Chicago in a professional manner while interfacing with internal and external clients.
 - Ability to make sound independent judgements, self-starter and resourceful problem solver.
 - Possess excellent logic, organizational and time management skills.
 - Ability to manage and work simultaneously on multiple projects and with multiple clients.
-

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS

- Ability to perform work utilizing a computer for extended periods of time.
 - Ability to travel by air or ground in promoting the city of Chicago at various events is required, and attend/host customer entertainment in restaurants and local festivals.
 - Ability to adhere to and meet the required attendee COVID guidelines set forth by the client.
 - Ability to show proof of COVID vaccination status.
 - Ability to grasp objects utilizing the fingers (fine motor manipulation).
 - Ability to travel by air or ground transportation (includes personal and public transportation) as required in performing the work.
 - Ability to travel throughout the city, including prolonged standing and walking as it is very often necessary when conducting a site inspection.
 - Ability to work nights and weekends as needed. Working evenings includes, but is not limited to attending business exchanges, venue openings/receptions/client dinners, etc.
-

TO APPLY:

This position offers a competitive salary and benefits package. Qualified candidates should submit resume and include **salary requirements** to resumes@choosechicago.com:

Choose Chicago

Human Resources Department

301 E. Cermak Road

Chicago, Illinois 60616

EMAIL: resumes@choosechicago.com

No Phone Calls

Choose Chicago is an Equal Opportunity Employer