



Operation's Manager - Millennium Park

Millennium Park

Contact Name: Ryan Sparrow

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Closing Date: 2025-03-10

Salary: \$61,000-\$65,000

Description:

POSITION SUMMARY

The Operations Manager will assist in management of Millennium Park through implementation of operational procedures, conducting quality assurance walkthroughs and the adherence to and enforcement of Transwestern and Millennium Park policies and procedures. The Operations Manager will report to the Property Manager of Millennium Park and must be able to work various shifts including nights and weekends.

It is also the responsibility of the Operations Manager not only to exhibit legendary customer service when communicating with tenants, prospective tenants, owners, and vendors but also to focus on productivity and results.

POSITION ESSENTIAL FUNCTIONS

- Conduct daily operational walkthroughs and report all operational, event and tenant issues to the Property Manager and General Manager.
- Conduct operational meetings with subcontractors and supervise various Transwestern subcontractors.
- Coordinate maintenance projects and repairs with subcontractors.
- Responsible for building and equipment maintenance, supply ordering and assigned projects.
- Maintain contractor agreement documents.
- Work with other departments to ensure the park functions effectively.
- Ensure all departments always implement and adhere to operational and customer service standards.
- Enforce Park Policies as outlined by Local Ordinances, Park Regulations and Millennium Park Rules.
- Collaborate and communicate with other managers, departments, team members, City of Chicago personnel, and park partners to ensure Park operations and events function effectively.

- Communicate all essential operations and event information to vendors, team members, park partners, City of Chicago personnel, Property Manager and General Manager.
- Assist in preparing monthly financial reports and supporting operating reports.
- Assist in preparing portions of Operating Budget.
- Assist with creating purchase orders and coding vendor invoices.
- Monitor budget and invoicing costs for areas of responsibility.
- Participate in SOP development.
- Assist, support, make operational recommendations and effectively communicate with Event Team.
- Act as a representative agent for the City of Chicago.
- Spend daily periods of time outdoors in the Park, including during inclement weather
- Other responsibilities as assigned.

POSITION REQUIREMENTS

Education

- Bachelor's degree or equivalent experience/education required.

Experience

- 2+ years of previous hospitality, recreation, operations and/or management experience preferred
- Experience working with a broad range of constituencies, including a highly diverse public.

Skills

- Proficiency in Microsoft based software.
- Experience working with Excel and financial reporting preferred.
- Excellent oral and written communication skills.
- Ability to handle multiple tasks, manage time effectively, establish workflow priorities and work independently.
- Prior employment history demonstrating the ability to work in a fast-paced, high-intensity environment while managing multiple tasks and priorities and produce accurate and highly organized work product.
- Must have ability to walk and/or stand for extended periods of time.
- Ability to lead and motivate staff members and contractors.

WORK SHIFT

Shifts may vary, typically 6:00am – 3:00pm (1st Shift) or 2:00pm – 11:00pm (2nd Shift). Weekends typically rotate between Friday/Saturday or Sunday/Monday. Weekend shifts may be required to cover shifts and special events.

TEAMWORK APPROACH

A detailed list of position responsibilities has been developed so that expectations are clearly communicated. However, it is rarely possible to provide a list that will capture all possible projects and assignments. Team members are expected to assist with additional assignments that may be requested by direct supervisors, and lend assistance to other members of the team, when appropriate.

Transwestern

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property types through comprehensive solutions grounded in sound market intelligence. Part of the Transwestern companies, the firm applies a consultative approach to Agency Leasing, Asset Services, Occupier Solutions, Capital Markets and Research & Investment Analytics.

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