



Public Recreational Operations Manager, Millennium Park

MB Real Estate

Contact Name:

Contact E-mail:

Contact Phone:

Closing Date:

Salary: Salary varies depending on experience.

Description:

Company Overview: Founded in 1982, MB Real Estate Services Inc. is a full-service real estate organization that provides multifaceted expertise in Asset/Facilities Management; Leasing Services; Project/Construction Management; Tenant Representation; and Investment Services. Headquartered in Chicago, with a regional office in New York City, MB Real Estate is one of the fastest growing and most successful real estate providers in the country. For additional information, please visit our website at <http://mbres.com>.

Position Overview: We are seeking an Operations Manager to assist in management of Millennium Park operations through implementation of operational procedures, conducting quality assurance walkthrough and the adherence and enforcement of MB Real Estate 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.

Responsibilities:

- Conduct operational meeting with subcontractors
- Supervise various MB Real Estate subcontractors
- Assist in preparing monthly financial reports and supporting operating reports
- Assist in preparing portions of Operating Budget
- Monitor budget and invoicing costs for areas of responsibility
- Act as a representative agent for the City of Chicago
- Report all operational issues to the Property Manager
- Ensure cleaning, security, operational and customer service standards are implemented daily
- Enforce Park Policies as outlined by Local Ordinances, Park Regulations and Millennium Park Rules
- Implement new and existing park policies
- Participate in SOP development
- Assist and communicate with Event Support Team
- Work and communicate with other departments, team members, City of Chicago personnel, and

park partners to ensure the Park and Park events function effectively

- Communicate all essential operations and event information to vendors, team members, park partners, City of Chicago personnel, and Property Manager
- Responsible for tracking lost and found items and responding to inquiries
- Responsible for all building and equipment maintenance
- Conduct daily operational walkthroughs
- Other responsibilities as assigned

Qualifications:

- Bachelor's degree or equivalent experience/education required
- 2+ years of previous hospitality, operations and/or management experience
- Experience working with a broad range of constituencies, including a highly diverse general public
- 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
- Ability to lead and motivate staff members and contractors
- Proficiency in Microsoft based software
- Proficiency with Excel and financial reporting experience

MB Real Estate offers a competitive benefits package including but not limited to employee and dependent health insurance options, generous paid time off, paid parental leave, discretionary employer 401(k) match and financial wellness coaching. For consideration, please complete the online application here:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=78747f0f-ce41-4c96-842a-28f0b485b744&ccld=19000101_000001&jobId=426665&source=CC2&lang=en_US. We will contact applicants who meet our requirements. No phone calls please.

MB Real Estate is an equal employment opportunity employer. We value an environment of mutual respect and understanding. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.