

Christine Manion

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Experience

March 2020- Current

Northwestern University Feinberg School of Medicine - Department of Preventive Medicine, Chicago, IL - Program Assistant II

- Handles all front desk reception duties
- Manages supplies and oversees new purchases
- Responsible for managing facilities
- Coordinates Zoom meetings for staff
- Coordinates content maintenance of websites and social media
- Trains &/or assists faculty &/or staff in updating their websites &/or blogs.
- Creates quarterly department newsletters using Constant Contact
- Coordinates events / scheduling of conference rooms & arranging for routine materials, technology & refreshments.
- Serve as liaison between community and DPM faculty and team.
- Provides information via phone, e-mail, mail, etc.
- Represents supervisor in routine/standard situations with various levels of personnel both internally & externally.
- Coordination and Point Person for Reactivation Planning after COVID -19 closure.

October 2017- Current

BROADWAY IN CHICAGO, Chicago, IL - Front of House Assistant House Manager

- Oversees the Ushers, Ticket Takers, and Team while addressing performance, development, and execution of service standards
- Assists in the hiring, training, scheduling, and deployment of new staff
- Required to maintain a heightened presence at all performances to ensure the consistency of service.
- Position interacts with and solicits ongoing feedback from guests and team members through surveys and other communication channels.
- Attends and actively participates in Facilities pre-shift and roll-calls meetings.
- Ensures accurate event and staffing reports are written and submitted in a timely manner
- Participates in and supports special initiatives and projects
- Communicates effectively with guests during events, with the ability to diffuse escalated problems.
- Establishes criteria to enhance the customer service and VIP experience throughout the venue.
- Addresses customer concerns in conjunction with the Security & Guest

- Relations team to ensure recovery methods are utilized when necessary.
- Facilitates accurate payroll processing for staff, and timely resolution of related issues
- Assumes administrative duties for the theater

June 2019 -September 2019

Hamilton - The Exhibition, Chicago, IL - Guest Services Team Member

- Provided excellent customer service to the exhibition by welcoming visitors, responding to inquiries, providing general exhibition information, providing operational back-up and solving problems.
- Monitored and addressed visitor behavior to ensure the safest and best possible visitor experience while ensuring safety and security of exhibition assets. Understood and kept current on all emergency procedures.

October 2013-October 2017

Quattro FPO Solutions, Oak Park, IL - Staff Accountant

- Coordinated grant tracking and reporting for non-profit agencies
- Reviewed and processed service provider budgets and contracts. Set up reimbursement schedules.
- Created new Grant Management System to capture/ record / maintain and manage agency reported quarterly data in Excel
- Coordinated Fiscal Year End Close Out for 30+ non-profit agencies
- Reviewed Balance Sheet account reconciliations
- Updated payroll information and transmitted payroll
- Assisted with audit schedules
- Weekly bank deposits. Coded Cash Receipts and transmitted to Shared Services. Reviewed SSC work• Processed weekly A/P and service provider checks.

October 2010- January 2014

Mattel, Chicago IL - Clientele Specialist / Personal Shopper

- Provided personalized and unique shopping experiences to a specific clientele
- Met weekly sales quotas
- Provided administrative support to personal shopping department

March 2004-March 2010

Rarecity Interactive, Moorestown, NJ/Chicago, IL - Office Manager

- Managed, monitored and coordinated calendars and meetings for
- COO, CFO & operating executives
- Arranged domestic and international travel, transportation & itinerary creation
- Coordinated conference calls & on and offsite events and meetings
- Maintained and refined administrative procedures and systems for office personnel, including filing, billing, accounts payable, accounts receivables and expense reporting

- Communicated with clients on behalf of the executives
- Helped in coordinating small events
- Assisted in special projects

Education

Camden County College - *Pre-Nursing*

Skills

Word, Excel, PowerPoint, Outlook, , Constant Contact, QuickBooks, FileMakerPro, FanUser, SAGE ACCPAC, PC LAW, Microsoft 360, A/R, A/P, Payroll, Cascade CSM, CSM, Zoom Coordination, Conference Scheduling, Event Planning, Social Media Management

CPR and AED Certified

SafeServ certified

Certified Illinois Notary