



## **Position Title: Trainer/Guest Experience Senior Manager**

### **Job Summary:**

The Trainer/Guest Experience Senior Manager will provide overall direction, coordination and evaluation of customer satisfaction at Huntington Place. The position is forward thinking, taking on proactive initiatives with a focus on service and leads the charge of our hospitality culture. It is a senior leadership role that is in-office and reports to the Assistant General Manager.

### **Key Job Elements:**

- Develop, implement and manage an on-going customer service training program for Huntington Place, DRCFA, Sodexo Live!, Visit Detroit and their respective partners to ensure alignment and performance expectations.
- Manage the ASM Global Insights program (client, attendee and exhibitor surveys) and report monthly updates.
- Develop and implement a reward program that recognizes and rewards employees who exemplify a service culture.
- Create and implement other programs that enhance our customer service philosophy.
- Collaborate and lead in employee onboarding, participating in respective partners orientation processes.
- Identify and develop metrics to monitor and assess customer service and overall organizational success.
- Manage, track and analyze complex and escalated customer service issues involving multiple partners.
- Collaborate with the executive teams of Huntington Place, DRCFA, Sodexo Live!, Visit Detroit and their respective partners to maintain an inspiring and successful guest focused work environment.
- Assess and evaluate guest experiences and develop initiatives designed to create a guest-centric culture across all partnership organizations.
- Participate and support transparent communications between all partners through department meetings, one-on-one meetings, and appropriate regular interpersonal communication.
- Serve as liaison with outside training partners to support and evaluate customer service training programs.
- Design and manage a staff reward program for offering ideas that get implemented to save money, keep everyone safer, adds to our efficiency and/or creates revenue.
- Manage and support various committees associated with ongoing customer service efforts.
- Monitor, assess and evaluate process improvements with overall financial results.
- Develop and support a culture of accountability while enabling team interactions and communications.
- Professional verbal and written communication skills as well as demonstrated ability to prepare and execute presentations for executives, internal and external teams.
- Must be willing and able to work on weekends, holidays, late evenings and early mornings as required.
- Perform other work-related duties as assigned.

### **Qualifications:**

- Education – Bachelor's Degree in Business, Communication, Hospitality, Human Resources or related field and/or equivalent relevant experience.
- Experience – Minimum of ten (10) years of progressively responsible management experience focused on organizational culture, process improvement and customer service experience training. Hospitality experience preferred.
- Skills – Passion for building successful company cultures and successful organizations. Demonstrated leadership skills with multiple stakeholders, partners and constituents that resulted in innovative solutions and measurable improvements in organizational success. Interact effectively with people at all levels of the organization. Exceptional written and verbal communication skills.
- Knowledge – Excellent knowledge of quality assurance, hospitality and guest experience programs and training. Project management and implementation of new processes, initiatives and programs. Knowledge of Microsoft Office Suite and other platforms. Familiarity with staffing, scheduling and reporting platforms preferred.
- Communication – Excellent verbal and written communication skills. Analytical skills and attention to detail. Ability to lead, facilitate, plan and organize.
- Financial Literacy – Ability to analyze and understand financial reports including profit and loss statements, variance reports and the budgeting process.
- Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers.
- Team Player – Creates strong morale and spirit within team; shares wins and successes; fosters open dialogue; creates a feeling of belonging in the team.

### **TO APPLY:**

Please go to the website listed below:

[https://asmglobal.wd1.myworkdayjobs.com/careers/job/Detroit-MI/Guest-Experience-Sr-Manager\\_R10013860](https://asmglobal.wd1.myworkdayjobs.com/careers/job/Detroit-MI/Guest-Experience-Sr-Manager_R10013860)

**Revised 09/19/2022**

No Phone Calls

This position offers a competitive salary and benefit package.

*Huntington Place /ASM Global is an Equal Opportunity/Affirmative Action Employer, and encourages Women, Minorities, Individuals with Disabilities, and Protected Veterans to apply. VEVRAA Federal Contractor.*