



Position Title: Culture and Guest Experience Sr. Manager

Job Summary:

The Culture and Guest Experience Sr. Manager is responsible for creating and implementing programs that enhance the Detroit Hospitality Customer Service Culture initiative through setting and communicating behavioral guidelines and expectations; developing and supporting a culture of accountability; enabling positive team interactions and communications; and collaborating with the executive team of the TCF Center/ASM Global, Detroit Regional Convention Facility Authority (DRCFA), Centerplate/Sodexo, Visit Detroit and their respective partners to maintain an inspiring and successful guest focused work environment. The Sr. Manager will be responsible for assessing and evaluating guest experiences and developing initiatives designed to create a guest-centric culture across all partnership organizations.

Key Job Elements:

Detroit Hospitality Service Culture Leadership

- Leadership role in enabling employees to meet the organization's expectations for Customer Service as it relates to productivity, quality, continuous improvement, and goal accomplishment.
- Support transparent communications with TCF Center/ASM Global, DRCFA, Centerplate/Sodexo, Visit Detroit and their respective partners through department meetings, one-on-one meetings, and appropriate email and regular interpersonal communication.
- Manage and support the Detroit Hospitality Quality Task Force Committee to ensure on-going partner engagement, communication and collaboration.
- Serve as liaison between the Detroit Hospitality members and outside training partners to support and evaluate customer service training programs.

Customer Service Culture Training

- Develop, implement and manage an on-going customer service training program for TCF Center/ASM Global, DRCFA, Centerplate/Sodexo, Visit Detroit and their respective partners to ensure all employees understand customer service performance expectations. These programs may include internal resources and external training partners.
- Collaborate with hospitality partners (hotels, restaurants, transportation) to ensure a consistent guest experience for our guests from arrival to departure.
- Develop and implement an incentive program that recognizes and rewards employees who exemplify the Detroit Hospitality Customer Service Culture with the support of executive management from the TCF Center/ASM Global, DRCFA, Centerplate/Sodexo, Visit Detroit and their respective partners.

Impact and Accountability

- Identify and develop metrics to monitor and assess customer service and overall organizational success.
- Develop and manage surveys to assess and monitor customer and guest experiences for convention center attendees. Collaborate with Visit Detroit to share and evaluate guest feedback and target areas for overall improvement on all aspects of the experience.
- Manage customer issues to convene resources and develop resolutions in real-time. Review and analyze customer complaints and track customer complaint resolution.
- Manage complex and escalated customer service issues involving multiple partners in the Detroit Hospitality initiative.

Process Improvement

- Support customer service quality by studying, evaluating, and sharing results and opportunities for improvement.
- Review business and people performance measures with the leadership team and advise management on the human capital impacts of business decisions.
- Monitor, assess and evaluate process improvements with overall financial results.

On-Boarding and Orientation

- Collaborate with members of the TCF Center/ASM Global, DRCFA, Centerplate/Sodexo, Visit Detroit teams and their respective partners to create an employee onboarding program for a customer service culture that can be integrated into partner organizations for overall onboarding processes.
- Participate in the TCF Center/ASM Global, DRCFA, Centerplate/Sodexo, Visit Detroit and their respective partners orientation process as needed.

Qualifications:

- Education - Bachelor's degree in Business, Human Resources, or Organizational Development with at least ten (10) years of progressive experience in a position focused on organizational culture, process improvement, and customer service experience training. Hospitality experience preferred.
- Experience - A passion for building successful company cultures and successful organizations. Demonstrated leadership skills with multiple stakeholders, partners or constituents that resulted in innovative solutions and measurable improvements in organizational success.
- Communication Skills & Abilities - Demonstrated ability to interact effectively with people at all levels of the organization. Demonstrated ability in project management and implementation of new processes, initiatives and programs. Exceptional written and verbal communication skills.
- Technical Skills - Experience and expertise with MS Office software including Excel and other platforms to support employee and customer impact analysis and review. Familiarity with staffing, scheduling and reporting platforms preferred.

TO APPLY:

Please go to the website listed below:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000793685206/>

No Phone Calls

This position offers a competitive salary and benefit package.

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