

**TBI Airport Management, Inc.
Hollywood Burbank Airport**

Job Description

Guest Experience Manager

Reports to: Director of Communications and Air Service

Status: Exempt

Salary Range: \$110,000 - \$120,000

General Description:

Hollywood Burbank Airport is located in Burbank, California, in the Los Angeles metro area. The airport serves 6.2 million passengers a year. In October 2026, airport operations will move to a brand-new terminal located adjacent to the current facility.

Under the direction of the Director of Communications and Air Service, the Guest Experience Manager will maintain strategic programs that ensure a safe, comfortable and enjoyable experience for travelers. This position is responsible for the development and implementation of those programs in coordination with the Marketing-Communications team and the needs of the new passenger terminal.

Essential Job Functions:

- Develop and implement strategic direction and plans for Airport-wide programs which enhance the experience of travelers
- Partner with Airport service providers, airlines, TSA, concessionaires, and other Airport related staff to establish customer satisfaction benchmarks, employee training guidelines and standards
- Formulate and activate plans to mitigate negative customer impacts and collaborate with all affected airline and/or Airport departments including service providers to ensure a positive customer experience is valued and maintained
- Establish and manage program goals, marketing strategies, and direct outreach to all Airport tenants and business partners
- Monitor industry trends and expectations in customer experience programs and make recommendations to senior management for initiatives to be included in the Airport's program
- Evaluate changes in passenger processing, Airport access and other Airport operational processes and assess impact on passengers
- Work with Communications team on recruitment and engagement of volunteers for Airport Ambassadors and Waggage Claim (pet therapy) programs
- Administer the annual ACI-ASQ Passenger Satisfaction Survey

- Coordinate airport-wide events, seasonal decorations
- Support Communications team on projects and events as needed
- Perform other related duties as assigned

Minimum Qualifications:

- 3+ years work experience in Communications, Marketing, Travel, Tourism, Hospitality or related industries preferred
- Bachelor's Degree from accredited institution in related fields preferred
- Advanced skill in written communication (including business writing, instructions, descriptions, ideas, regulatory language, data presentations, analytical reports and studies)
- Excellent verbal and written communication skills for engaging diverse audiences, including passengers, staff, and senior leadership
- Strong ability to lead, engage, and train staff in high-traffic, dynamic environments
- Interpersonal skills to interact with all stakeholders in a customer service-oriented manner
- Intermediate proficiency in Microsoft 365 applications (Outlook, Word, PowerPoint, Excel)
- Aptitude in data analysis tools to interpret passenger satisfaction trends
- Familiarity with airport operational procedures, security protocols, and passenger processing systems is a plus but not mandatory

Ability to:

- Remain calm under pressure and resolve complex conflicts or complaints
- Establish and maintain good working relationships with employees and other stakeholders
- Exercise accuracy, discretion, good judgment, attention to detail, courtesy, tact, and patience
- Manage multiple tasks/assignments simultaneously
- Occasionally attend functions/events scheduled beyond regular workday hours
- Travel (by car and plane) for multiple days for work-related events (e.g. conferences)
- Regularly move about to accomplish tasks or shift from one worksite to another
- Stand on your feet for prolonged periods
- Lift objects up to 50 pounds

License and Special Requirements:

- Possession of a valid California Driver's license
- Obtain and maintain security clearance as required by role and TSA regulations

Schedule:

- Full-time in-person, Monday - Friday
- 9/80 work schedule (three-day weekend every other week)
- Occasional work evenings and weekends

Interested Candidates may apply by clicking the link below and completing the assessments:

<https://www.ondemandassessment.com/o/JP-0XR4E8RTD/landing?source=HB-Website>