**Chief AI Officer**

[Proper Hospitality](https://www.indeed.com/cmp/Proper-Hospitality?campaignid=mobvjcmp&from=mobviewjob&tk=1hr4chvtajgb2856&fromjk=d9c26830946c2adf)

**Full job description**

**Proper Hospitality is a leading provider of luxury lifestyle hotels known for delivering exceptional guest experiences. We are committed to innovation and seek to leverage cutting-edge technologies, particularly artificial intelligence (AI), to enhance our offerings and drive growth across our growing portfolio.**

**We are seeking an innovative and experienced Chief AI Officer to join our corporate team in Los Angeles. In this role, you will be responsible for spearheading the development and implementation of AI solutions to elevate guest experiences, optimize operational efficiency and unlock new revenue streams across our hotels.**

**Key Responsibilities**

* **Develop and execute a comprehensive AI strategy aligned with Proper Hospitality’s business objectives, focusing on areas such as guest experience personalization, revenue management, operations optimization and predictive maintenance**
* **Collaborate with cross-functional teams, including hotel operations, sales & marketing, revenue management and IT, to identify high-impact AI use cases and prioritize AI initiatives within the hospitality context**
* **Collaborate with key stakeholders, including senior leadership, hotel management teams, and technology partners, to ensure alignment and buy-in for AI initiatives**
* **Establish an AI governance framework tailored to the hospitality industry, ensuring adherence to ethical AI principles, data privacy regulations and industry-specific best practices**
* **Oversee the design, development, and deployment of AI solutions across various functions such as guest services, marketing, revenue management and operations**
* **Oversee the build-out of AI infrastructure and data pipelines, leveraging guest data, property management systems (PMS), and other hospitality-specific data sources to fuel AI models and solutions**
* **Champion a culture of innovation and continuous improvement, fostering an environment where experimentation and learning are encouraged**
* **Stay abreast of industry trends, emerging technologies and best practices in AI to inform strategic decision-making and maintain a competitive edge**
* **Measure and communicate the impact of AI initiatives through relevant metrics, such as guest satisfaction, operational efficiency and revenue optimization**
* **Represent the company as a thought leader in hospitality AI at industry conferences and events, sharing best practices and contributing to the advancement of AI in the hotel sector**

**Qualifications**

* **Proven leadership experience in driving AI/ML strategy and digital transformation initiatives within the hospitality or service industry**
* **Deep technical knowledge of AI/ML technologies and their applications in areas such as guest experience personalization, revenue management, operations optimization and predictive maintenance**
* **Strong understanding of hospitality operations, guest journey and industry-specific systems (i.e. PMS, CRM, RMS)**
* **Experience working with large datasets and deploying AI solutions at scale**
* **Excellent communication and stakeholder management skills, with the ability to articulate complex technical concepts to hotel operations teams and executive leadership**
* **Experience in building and leading cross-functional AI teams, fostering a culture of innovation and continuous learning within the hospitality context**
* **Familiarity with AI ethics, governance and regulatory frameworks specific to the hospitality industry, with a strong commitment to responsible AI practices**
* **Strategic thinker with a results-oriented mindset and a passion for driving innovation**
* **Demonstrated ability to drive organizational change and navigate ambiguity in a fast-paced environment**
* **Master's or Ph.D. degree in a relevant field such as Computer Science, Data Science, or a related quantitative discipline is preferred**

**This is an exciting opportunity to shape the AI strategy of a leading hotel company and drive transformative change through cutting-edge technologies in the hospitality industry. If you are passionate about AI, have a strong leadership track record in the hotel sector, and are eager to make a significant impact, we encourage you to apply.**

**Company Overview**  
**Proper Hospitality is made up of a diverse group of passionate individuals who share a common love for hotels and the art of hospitality. Our philosophy is simple: There is a right way to do things and anything less just isn’t proper. We are seeking out the “best of the best” from inside and outside of the industry to work alongside us as we grow a new kind of lifestyle Hospitality Company inspired by a centuries-old tradition. The work is challenging and fast-paced, but rewarding above all.**

**We provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetics, or any other federal/state protected category.**

**Proper Hospitality will consider qualified applicants with criminal histories in a manner consistent with local Fair Chance Hiring Ordinances.**