**POSITION STATEMENT**

**CHIEF TRANSFORMATION OFFICER**

1. Reports to the Chief Executive Officer
2. Works closely with the CEO to formulate and implement strategies
3. Drives transformation and turnaround of underperforming Business Units
4. Provides comprehensive solutions that deliver improved returns and enhanced customer experience
5. Develops strong market intelligence and strive for Rogers Hospitality to stay ahead of competition in terms of innovation, product quality and experiences.
6. Monitors Customer Satisfaction rating tools and follow-up up with the business unit leaders on implementation of appropriate corrective action where required
7. Works in close collaboration with Rogers Hospitality Leadership team to maintain a positive brand image of the business with customers, local communities, media and public
8. Ensures operational excellence in the delivery of services across business lines while regularly benchmarking with international standards and applying best practices
9. Assists the CEO and CIO in driving digital transformation across the business lines
10. Encourages and fosters a learning culture as well as embody and diffuse the core values of RHG