

## **Faculty Opening – Assistant Professor of Innovation in Human-Centered Experiences**

Boston University's School of Hospitality Administration invites applications for a non-tenure track Assistant Professor specializing in Experience Management, Innovation and/or Design Thinking. This position focuses on the design of human-centered experiences across digital and physical touchpoints in hospitality and service organizations.

While a focus on both customer and employee experiences is ideal, candidates who focus on the emerging domain of customer experience management are strongly encouraged to apply. The role will explore how organizations design and manage experiences for guests, customers, and other external stakeholders, contributing to innovation and experience-focused cultures within organizations.

We seek candidates with a data-driven approach to exploring the relationship between innovation, organizational culture, and the design of meaningful experiences, particularly from the perspective of customer interactions.

### **Key Responsibilities**

- **Teaching:** Deliver courses in Innovation, Design Thinking, Disruption, Customer Experience Management, and related topics, focusing on practical applications within the hospitality and service industries.
- **Research:** Conduct high-quality research in the fields of Innovation, Design Thinking, and Customer Experience Management, focusing on human-centered design and data-driven approaches.
- **Collaboration:** Work closely with SHA colleagues and the wider BU community to develop research on key experience factors within hospitality organizations, with a primary focus on customers and external stakeholders.
- **Innovation:** Contribute to the development of new courses and innovative teaching approaches in areas such as technology-driven disruption and customer experience management.

### **Qualifications**

- **Educational Background:** A Doctoral degree in Innovation, Design Thinking, Human-Centered Design, Hospitality Management, Consumer Behavior, Social Psychology, Marketing, Management Science, Industrial Engineering, Strategy, or related fields.
- **Teaching & Research:** Demonstrated ability or strong potential to teach a broad range of topics related to Innovation and Design Thinking, with evidence of effective teaching. A strong research record or potential for high-quality research is required.

- **Industry Experience:** Experience or a demonstrated interest in the hospitality or service industries is highly desirable.
- **Research Skills:** Expertise or aptitude in cutting-edge quantitative research methods, including big data approaches, is highly preferred.
- **Additional Assets:** Experience working with federal grants, international exposure, and relevant industry work experience are considered valuable assets.

Occasional travel to national and international conferences; extensive networks in innovation and design thinking communities, hospitality, experience management or data analytics are preferred.

All faculty members are expected to develop connections with industry professionals and to continuously update their expertise through industry consulting and scholarly activities. Faculty members are also expected to advise individual students and student groups and participate in school and university service activities.

We are looking for a forward-thinking candidate who is eager to contribute to both the academic and industry-relevant dimensions of Innovation and Customer Experience Management in the hospitality and service industries.

### **School Profile**

Boston University's School of Hospitality is redefining the meaning and application of hospitality by focusing on human interaction to achieve specific organizational objectives and stakeholder value. We call this Experience Innovation – the concepting, engineering, and implementation of experiences that targeted constituents find meaningful. Rooted in hotels, restaurants, travel and tourism, this evolved understanding of hospitality has broad utility in organizations who want to attract, build and retain relationships with critical internal and external audiences. Experience Innovation guides everything we do at Boston University's School of Hospitality as we prepare our students to serve as the next generation of hospitality leaders. SHA is part of a major research university, located in a cosmopolitan city with world-class academic institutions and a vibrant hospitality sector. <http://www.bu.edu/hospitality>

### **Application**

This appointment will begin in Fall 2025. Application deadline is 11/15/24, or until the position is filled. Please send curriculum vitae and contact information for three academic references (Including name, telephone number, mailing address, and email address) to [SHAFac@bu.edu](mailto:SHAFac@bu.edu). Questions regarding the position may be directed to the chair of the search committee at [SHAFac@bu.edu](mailto:SHAFac@bu.edu). Salary will be commensurate with experience.

*BU conducts a background check on all final candidates for certain faculty and staff positions. The background check includes contacting the final candidate's current and*

*previous employer(s) to ask whether, in the last seven years, there has been a substantiated finding of misconduct violating that employer's applicable sexual misconduct policies. To implement this process, the University requires a final candidate to complete and sign the form entitled "Authorization to Release Information" after execution of an offer letter.*

*Our university community welcomes differences, encourages open-minded exploration, and upholds freedom of expression. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are a VEVRAA Federal Contractor.*

Chair, Faculty Search Committee  
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