



## EMPLOYMENT OPPORTUNITY

### Visitor Services Team Lead

Casual up to 35 hours during summer and fall season. (August 15 to October 31, 2018)  
Hourly Rate: \$18.07

Reporting to the Visitor Services Coordinator, the Team Lead provides exemplary customer service to our tour clients and garden visitors. Schedule varies according to activities at the Garden; must be available to work any day of the week, including Saturdays and Sundays. Some evening work may be required.

#### DUTIES

- Works with the Visitor Services Coordinator on UABG tour packages
- Answers tours and large group inquiries
- Provides information to the public on the various tours package options
- Provides information to the public on the garden's group admission discount
- Processes tour bookings and large group discount requests
- Works with the Assistant Coordinator, Visitor Services to schedule tour guides
- Provides tours and oversees tour guides
- Assists with preparation, setup and all aspects of tour package experience, including greeting tour guests
- Meets and greets large groups coming to the garden
- Works with the Visitor Services Assistant Coordinator to provide clerk support in the Gift Shop
- Other duties as required

#### QUALIFICATIONS AND REQUIREMENTS

- Experience /education in tourism or hospitality industries an asset
- Excellent telephone manner is required.
- Service-oriented, with experience in providing exceptional customer service
- Must be reliable, flexible, responsible, mature, outgoing, personable and tactful
- Ability to work with little or no supervision, and in a team environment
- Flexibility to accommodate a varied work schedule
- Must possess a valid Class 5 driver's license
- Job training is provided

#### TO APPLY:

Send resume along with a cover letter to:

Nora Whitcher

Visitor Services Coordinator, University of Alberta Botanic Garden

[whitcher@ualberta.ca](mailto:whitcher@ualberta.ca)

**Application Deadline: August 10, 2018**

*We thank all applicants, however only successful candidates will be contacted.*



University of Alberta Botanic Garden  
Located in Parkland County, 5 km north of Devon on Hwy 60  
[botanicgarden.ualberta.ca](http://botanicgarden.ualberta.ca)