



## EMPLOYMENT OPPORTUNITY

### Visitor Services Team Lead

Casual up to 35 hours during summer and fall season. (April 15 to October 31, 2019)

Hourly Rate: \$19.69

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, and statutory holidays. Some evening work may be required. Job training is provided.

#### DUTIES

- Works with the Visitor Services Coordinator on UABG tour packages and with the Assistant Coordinator to provide clerk support in the Gift Shop
- Answers tours and large group inquiries
- Provides information to the public on the various tours package options
- Processes tour bookings and large group discount requests
- Works with the Assistant Coordinator, Visitor Services to schedule tour guides
- Provides tours and directs 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
- Other duties as required

#### QUALIFICATIONS AND REQUIREMENTS

- Experience /education in tourism or hospitality industries an asset
- Service-oriented, with experience in providing exceptional customer service
- Reliable, responsible, mature, outgoing, personable and tactful
- Genuinely enjoy working with the general public, with various ages and cultural backgrounds
- Excellent command of written and verbal English language required; French or other language an asset
- Excellent telephone manner is required.
- Ability to work with little or no supervision, and in a team environment
- Flexibility to accommodate a varied work schedule
- Computer proficiency and a general comfort level in learning and working with new software
- Able to lift up to 30 pounds
- First aid and CPR an asset
- Posses a Class 5 Driver's license and have own transportation, as the Garden is not accessible by public transportation
- 18 years or older

#### TO APPLY:

Send resume along with a cover letter to:

Nora Witcher

Visitor Services Coordinator, University of Alberta Botanic Garden

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

**Application Deadline: February 28, 2019**

*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)