



EMPLOYMENT OPPORTUNITY

Visitor Services Team Lead

Casual up to 35 hours during summer season April 15 to September 7, 2020, possibility of extension in fall.

Hourly Rate: \$19.69.

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.

The University of Alberta Botanic Garden is a stunning 97 hectare property located 15 minutes southwest of Edmonton, with cultivated gardens, plant collections and indoor showhouses.

The Garden is seeking an enthusiastic individual with a passion for to join the Garden's Visitor Services team. Reporting to the Visitor Services Coordinator, the Team Lead provides exemplary customer service to our tour clients and garden visitors. This is an excellent opportunity for mature individuals interested in a career in tourism, hospitality or retail, or for semi-retired individuals or those re-entering the workforce. Job training provided.

DUTIES

- Works with the Visitor Services Coordinator on UABG tour packages and large group discount requests and with the Assistant Coordinator to provide clerk support in the Welcome Centre.
- Provides information to the public and tour operators on the various tour package options; including processing tour bookings and assisting with preparation, setup and all aspects of tour package experience.
- Provides tram and walking tours of the Garden.
- Works with the Assistant Coordinator, Visitor Services to schedule and direct tour guides, meets and greets tours and large groups coming to the garden; provides clerk support in the Gift Shop and gate admissions.
- 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
- This position requires standing for extended periods and some lifting; occasional outside work in all weather
- First aid and CPR an asset
- Class 5 Driver's license and own transportation required. The Garden is not accessible by public transportation

TO APPLY:

Send resume along with a cover letter to:

Nora Whitcher

Visitor Services Coordinator, University of Alberta Botanic Garden

whitcher@ualberta.ca

Application Deadline: March 2, 2020

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