



## EMPLOYMENT OPPORTUNITY

### Guest Services Team Lead

Up to 30 hours/week during summer season April 29 to September 6, 2021, 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. Evening work may be required.

The University of Alberta Botanic Garden is seeking an enthusiastic individual with a passion for the outdoors and people to join the Garden's Guest Services team. Reporting to the Guest Services Coordinator, the Team Lead provides exemplary customer service to garden visitors. Excellent opportunity for people 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 Guest Services Coordinator to provide support in the Welcome Centre, for Guest Services Assistants and Patio Café Assistants
- Assists the Guest Services Coordinator with day-to-day tasks and is the contact on days the supervisor is not at the garden
- Takes pre-registered admissions as well as processes admissions; all cashiering duties, including cash handling opening and closing, and night deposits
- Responds to queries and provide guests with information on Garden activities and events
- 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 occasional outside work in all weather.
- First aid and CPR an asset
- Possess 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 cover letter, to:

Kelsie Baron

Guest Services Coordinator, University of Alberta Botanic Garden

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

**Application Deadline: April 15, 2021**

*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)