



EMPLOYMENT OPPORTUNITY

Guest Experience Lead

Full-time, April 18 through December 31, 2022 (with the possibility of extension)
Hourly Rate: \$25.62 - \$34.59

This competition is restricted to current employees of the University of Alberta only

Reporting to the Guest Experience Manager, the **Guest Experience Lead** is responsible for providing operational leadership to the two (2) guest experience areas of facility bookings & events, and the front of house guest experience team (specifically in the Welcome Centre). This role also oversees the daily operations of each of these areas.

DUTIES

- Oversees the guest experience staff training, Guest Experience Representative (GER) IV schedules, and assigns weekly tasks to the Guest Experience Representative Team
- Supervisory role to the Guest Experience Representative IV Facility Bookings and Events and Guest Experience Representative IV Front of House which includes ensuring staff time reports are completed according to the payroll schedule.
- Advises the Guest Experience Manager of staffing needs and personnel issues
- Assists with recruitment of seasonal casual staff and maintaining current training manuals
- Oversees the daily operations of the facility bookings and events
- Oversees the front of house staff in the patio cafe and guest services
- Monitors & responds to the unit email inbox and phone inquiries regarding facility bookings, events, and programs
- Facilitates booking process, drafting up contracts, receiving deposits, sending booking confirmations, final confirmations reminders, and accepting final payments
- Point of contact for clients on an ongoing basis with updates and questions regarding their booking
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in customer care
- Assists and supports new and ongoing special events at the Garden
- Formalize and implement processes for an onsite guest experience feedback loop
- Provides statistical analysis of bookings and targets
- Supports the fiscally viable programming of activities that connects guests to the essence of the Garden
- Ensures adherence to UofA, Facility, and Operations, and Botanic Garden Policies and Procedures
- Works with the Guest Experience Manager to create goals and targets for the Guest Experience unit.
- Other duties as required

QUALIFICATIONS AND REQUIREMENTS

- Minimum high school diploma
- Excellent communication skills
- Excellent customer service skills
- Proven leadership in building healthy team relationships
- Ability to work in a fast-paced, high-volume environment.
- Strong organization, accuracy, and attention to detail



- Flexible schedule required – may involve some nights and weekends
- Proven leadership in building healthy team relationships
- Ability to multitask and prioritize to take direction & provide direction
- ProServe certified
- Valid class 5 driver's license is a requirement
- Intermediate knowledge of Google Business Suite

TO APPLY:

Send your resume along with a cover letter stating the position applied for to: jwalters@ualberta.ca

Application Deadline: April 17, 2022

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



UNIVERSITY OF
ALBERTA
BOTANIC
GARDEN

University of Alberta Botanic Garden
Located in Parkland County, 5 km north of Devon on Hwy 60
botanicgarden.ualberta.ca