



EMPLOYMENT OPPORTUNITY

Guest Experience Representative III – Facility Bookings & Events

Full-Time, April 19 through October 15, 2022 (with the possibility of extension)
Hourly Rate: \$18.07 - \$23.84

The University of Alberta Botanic Garden (Garden) is a stunning 97 hectare (240-acre) property 15 minutes southwest of Edmonton. We are an award-winning visitor attraction and the largest botanic garden in Alberta. The Garden's four strategic pillars support this connection: 1) Being a flourishing and diverse botanic garden, 2) Nurturing our communities, 3) Learning through discovery and 4) Cultivating transformational experiences.

The Guest Experience Team currently consists of;

- Food Service;
- Special Events;
- and Guest Experience (includes Facility Bookings & Events).

These three units create a guest-focused team that contributes to exceptional guest experiences and supports the Garden's strategic pillars for guests visiting the UofA Botanic Garden.

Reporting to the Guest Experience Representative IV- Facility Bookings & Events will be responsible for providing daily operational leadership and functions of the Guest Experience Representative team in Facility Bookings and Events in the absence of the Guest Experience Representative IV.

DUTIES

- Supports staff training, schedules, and assigns daily tasks to the Guest Experience Representatives in the Facility Bookings and Events unit
- Supports the supervisory role of the Guest Experience Representatives II's and I's that report to the Facility Bookings and Events team in the absence of the GER IV
- Provides exceptional customer service prior, during and after facility bookings and events
- Ensures general site cleanliness is maintained during and after facility bookings and events
- Advises the Guest Experience Representative IV of personnel issues
- Generates and circulates both facility bookings and an events report for all Garden staff to ensure awareness of upcoming facility bookings and events
- Ensures all facility bookings and event setups are completed on time
- Advises the Guest Experience Representative IV of any unresolved issues with guests or inventory
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in customer care
- Facilitates in-person site viewings with potential clients to provide information
- Prepares daily setup and rehearsal sheets for booked functions
- Facilitates set up and tear down of facility rental requirements
- Assists and supports new and ongoing special events at the Garden
- Ensures adherence to UofA, Facility and Operations, and Botanic Garden Policies and Procedures
- Ensures adherence to Facility and Operations Health and Safety Policy
- Other duties as required

QUALIFICATIONS AND REQUIREMENTS

- Minimum high school diploma
- A minimum of two years of related events experience is preferred
- Excellent communication skills



- Excellent customer service skills
- Ability to lift and carry 30 lbs
- Ability to work in a fast-paced, high-volume environment.
- Ability to work independently with minimal supervision
- Strong organization, accuracy, and attention to detail
- Strong business acumen to confidently work with multiple stakeholders
- Excellent time management and organizational skills and attention to detail
- Flexible schedule required – may involve some nights and weekends
- Valid class 5 driver's license is a requirement
- First aid and CPR are an asset

TO APPLY:

Send your resume along with a cover letter to jwalters@ualberta.ca

Application Deadline: April 17, 2022

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

