



EMPLOYMENT OPPORTUNITY

Guest Experience Representative III – Front of House

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 Lead, the Guest Experience Representative IV will be responsible for providing daily operational leadership and functions of the Guest Experience Representative team in the Patio Cafe and Guest Services (Front of House).

DUTIES

- Supports staff training, schedules, and assigns daily tasks to the Guest Experience Representatives in the Patio Cafe and Guest Services (front of house)
- Supports the supervisory role of the Guest Experience Representatives II's and I' assigned to the Front of the House in the absence of the Guest Experience Representative IV.
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in customer care
- Ensures general site cleanliness is maintained in the Welcome Centre
- Ensures that all food serving surfaces are kept clean & sanitary and that safe food handling procedures are adhered to
- Advises the Guest Experience Representative IV of personnel issues
- Advises the Guest Experience Representative IV of any unresolved issues with guests or inventory
- Evaluates to redirect or respond to requests, inquiries, and complaints in the general email inbox and general phone lines
- Supports the accounting processes associated with the Guest Services and Food Services
- Assists and supports new and ongoing special events at the Garden
- Ensures adherence to UofA, Facility and Operations, and Botanic Garden Policies and Procedures
- Works with the Guest Experience Lead to ensure GERs have the tools and training to provide exceptional guest experiences at the Garden
- Other duties as required

QUALIFICATIONS AND REQUIREMENTS

- Minimum high school diploma
- A minimum of two years of related office experience preferred
- Excellent communication skills
- Excellent customer service skills



- 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.



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