



EMPLOYMENT OPPORTUNITY

Special Events Lead

Full-time, April 18 through October 31, 2022 (with the possibility of extension in the fall)
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 **Special Events Lead**'s primary area of responsibility is to promote and plan facility bookings & events, evaluate and execute annual events such as Luminaria and pursue promotion opportunities for large group bookings at the Garden and special projects as assigned. Working closely with the guest experience team leads to plan and execute events. And working closely with the Gardens Core Team; establishing mostly tactical improvements to ensure excellent guest experiences in operationalizing the Garden's strategic pillars.

DUTIES

- Provides overall leadership/management of day to day guest experience activities
- Contributes business strategies and tactics for an exceptional guest experience to the development of plans, objectives, solutions, policies, and procedures of the guest experience team.
- Liaise between the Garden Management Team and the Guest Experience Team to provide a tactical approach to daily operations from a strategic direction
- Promotes and supports corporate facility rentals and events in liaison with the Communication & Marketing team and Guest Experience team
- Supervisory role to the Guest Experience Representative IV Facility Bookings & Events 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
- 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
- Responsible for the planning, organizing and coordination of special events
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in customer care
- Tracks metrics to evaluate the guest experience and satisfaction, event success, progress towards strategic goals, and plan for continuous improvement
- 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 team.
- Other duties as required

QUALIFICATIONS AND REQUIREMENTS

- Minimum high school diploma



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

- 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
- 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.



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