



EMPLOYMENT OPPORTUNITY

Special Events Lead

Full-time, April 18 through October 31, 2022 (with the possibility of extension in the fall)
Hourly Rate: \$23.53 - \$31.52

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 corporate bookings & events, 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 special 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 Facility Bookings & Events team
- Responsible for the planning, organizing and coordination of special events
- Assists with recruitment and maintaining current training manuals
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in customer care
- Support the approval of refunds
- 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
- 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.



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