



EMPLOYMENT OPPORTUNITY

Guest Experience Representative I

Part-time, April through October 15, 2022 (with the possibility of extension in the fall)
Hourly Rate: \$16.43

The schedule varies according to season and activities at the Garden; daytime, weekend, and evening work are required. Must be available to work any day of the week, including Saturdays, Sundays, and statutory holidays.

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, the Guest Experience Representative I will be responsible for providing daily operational functions of the guest experience units.

DUTIES

- Take pre-registered admissions as well as process admissions; all cashiering duties, including cash handling opening and closing, and night deposits
- Respond to queries and provide guests with information on Garden activities and events
- Take tickets for special events
- 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 adheres to safe food handling procedures
- Greets and directs Facility Booking & Event guests
- Provides on-site service to clients who book facilities and events at the Garden
- Conducts wedding rehearsals
- Facilitates a parking crew during busy times if required
- 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
- Participates in the setup and tear down of facility rental requirements
- Assists and supports new and ongoing special events at the Garden
- 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
- Ensures adherence to UofA, Facility and Operations, and Botanic Garden Policies and Procedures
- Other duties as required



QUALIFICATIONS AND REQUIREMENTS

- Excellent communication skills
- Excellent customer service skills
- Ability to work in a fast-paced, high-volume environment.
- Ability to work independently with minimal supervision
- Ability to lift and carry 30 lbs
- Strong organization, accuracy, and attention to detail
- 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 an asset
- First aid and CPR are an asset

TO APPLY:

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

Posting will remain open until a suitable candidate is found.

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

