

EMPLOYMENT DATES	April 15, 2024 to October 18, 2024 <i>with possibility of extension</i>
TYPE	Part-time and Full-time positions available
HOURLY RATE	\$16.63 - \$21.93; Education/Experienced Based
APPLICATION DEADLINE	Open until filled
HOW TO APPLY	Send resume along with a cover letter stating position applied for to uabg.admin@ualberta.ca

Who is the Guest Experience Team - The GET consists of four key pillars working cohesively to provide an exceptional guest experience. In collaboration with broader Garden teams, we look to enhance the variety of experiences of our guests. We envision, design, and create as a front-facing unit; we are engineers of exceptional guest moments. GET pillars:

- **Guest Services**
- **Facility Bookings and Events**
- **Food Operations**
- **Field Trips**

Reporting to the Guest Experience Team Leads, a Guest Experience Representative will be responsible for providing the daily operational functions of the guest experience units.

Responsibilities

- 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
- Demonstrates superior customer service skills with the ability to handle difficult situations and complaints to ensure excellence in guest care
- Ensures general site cleanliness is maintained in the Welcome Centre and other front facing facilities
- Ensures food serving surfaces are clean and sanitary and safe food-handling procedures are adhered to
- Greets and directs Facility Booking & Event guests
- Provides on-site service to clients who book facilities and events at the Garden
- Guides field trips through our education programming to groups who have booked interpreter lead field trips
- Conducts wedding rehearsals and runs wedding events
- Facilitates a parking crew during busy times if required
- Participates in the set up and tear down of facility rental requirements
- Assists and supports new and ongoing special events at the Garden
- Interact with guests in various capacities

- Advises the Guest Experience Team Leads of any unresolved issues with guests or inventory
- Ensures adherence to U of A, Facility and Operations, and Botanic Garden policies and procedures
- Other duties as required

Qualifications

- Excellent communication and 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
- CSA approved steel toed footwear is required
- Strong organization skills, accuracy, and attention to detail
- Excellent time management
- Flexible schedule required, including evenings and weekends
- Valid Class 5 driver's license is an asset—the garden is not accessible by public transportation
- First aid and CPR are an asset
- Enjoy working outdoors, able to stand for extended periods of time and outside work in all weather

[View all Botanic Garden Employment Opportunities](#)

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