

EMPLOYMENT DATES	April 1, 2024 to October 31, 2024 <i>with possibility of extension</i>
TYPE	Full-time position
HOURLY RATE	\$18.29 - \$24.14; Education/Experienced Based
APPLICATION DEADLINE	Open until filled
HOW TO APPLY	Send résumé 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 Lead, the Guest Experience Representative 2s (GER 2) are some of the primary guest facing team members at the University of Alberta Botanic Garden. The GER 2 delivers exceptional guest experiences and ensures guests and clients have memorable experiences at the Garden. The GER 2 will be responsible for providing the daily operational functions of the Guest Experience unit and providing leadership and guidance to the Guest Experience Representative 1 team members.

Responsibilities

- Provides functional guidance and direction on a day-to-day basis to Guest Experience Representative 1s (GER 1s);
- Ensures GER 1s take proper breaks during shifts for respective teams;
- Point of communication between the GER 1s and Guest Experience Leads;
- Advises the Guest Experience Leads of any unresolved issues with guests or inventory;
- Assist with staff onboarding and training activities and events;
- Acts as onsite supervisory contact;
- Verify and admit pre-registered guests as well as process admissions and bookings; all cashiering duties, including cash handling, opening and closing, and nightly 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;
- Representing UABG values, having positive interactions with University colleagues and guests, and providing excellent client-focused service;
- Greets and directs and provides signage for 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;
- Participates in the set up and tear down of facility rental requirements;
- Facilitates a parking crew during busy times if required;
- Ensures general site cleanliness is maintained including wiping surfaces, cleaning windows, sweeping and mopping floors and cleaning washrooms;
- Ensures food serving surfaces are clean and sanitary and safe food-handling procedures are adhered to.

Qualifications

- Excellent communication and customer service skills
- 1-2 years in a degree of hospitality, science, environment or education considered an asset
- Experience teaching and/or working with children and guests
- Experience and comfort with public speaking
- Knowledge of nature and the environment is considered an asset
- IntelliLeisure knowledge an asset;
- Ability to work in a fast-paced, high-volume environment
- Ability to work independently and effectively with cross-functional teams;
- Strong organization skills, accuracy, attention to detail, and time management
- Flexible schedule required, including evenings and weekends
- Valid Class 5 driver's licence is an asset—the garden is not accessible by public transportation
- Ability to lift and carry 30 lbs
- CSA approved steel toed footwear is required
- Standard First Aid (within 3 years) and CPR C Certification (within 1 year) an asset.
- Enjoy working outdoors, able to stand for extended periods of time and outside work in all weather

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