



## EMPLOYMENT OPPORTUNITY

### Guest Service Assistants

Part-time and full-time seasonal. May 3 to September 6, 2021; possibility of extension in fall.  
Hourly Rate: \$16.43

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

The University of Alberta Botanic Garden is seeking enthusiastic individuals with a passion for people to join our team for the summer. Guest Services staff provide exemplary customer service in the Garden's Welcome Centre taking gate admissions. This is an excellent opportunity for people interested in a career in tourism and hospitality, or for semi-retired individuals or those re-entering the workforce. Job training provided.

#### 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
- Ensure the workspace is neatly maintained
- Other duties as required

#### QUALIFICATIONS AND REQUIREMENTS

- Experience/education in retail, tourism or hospitality industries an asset
- Service-oriented, with experience in providing exceptional customer service
- Reliable, flexible, responsible, mature, outgoing, personable and tactful
- Genuinely enjoy working with the general public, with various ages and cultural backgrounds
- Excellent command of written and verbal English language required; French or other language an asset
- Ability to work with little or no supervision, and in a team environment
- Computer proficiency and a general comfort level in learning and working with new software
- Able to lift up to 30 pounds
- These positions require standing for extended periods, and occasional outside work in all weather
- First aid and CPR an asset
- Flexibility to accommodate a varied work schedule
- Class 5 Driver's license and own transportation required. The Garden is not accessible by public transportation

#### TO APPLY:

Send resume along with a cover letter to:  
Kelsie Baron  
Guest Services Coordinator  
University of Alberta Botanic Garden  
[kzbaron@ualberta.ca](mailto:kzbaron@ualberta.ca)

#### Application Deadline: April 22, 2021

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

