



EMPLOYMENT OPPORTUNITY

Guest Experience Representative IV - Clerk

Full-time, April 18 through December 31, 2022 (with the possibility of extension)

Hourly Rate: \$19.69 - \$25.99

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 Manager, the primary duties of the **Guest Experience Representative IV - Clerk** are to support the activities and roles of the four (4) University of Alberta Botanic Garden units. In this role, the Guest Experience Representative IV - Clerk is expected to assist in managing collaborative and participative processes in the units. This position provides entry-level administrative support to the unit leads and the Guest Experience Team. At times there may be significant interaction with guests, various departments throughout the portfolio, and external partners and stakeholders.

DUTIES

- Oversees volunteer training and the volunteer schedule
- Provides administrative support to the University of Alberta Botanic Garden staff, assisting in their daily activities;
- Evaluates to redirect or respond to requests, inquiries, and complaints in the general email inbox and general phone lines
- Supports the accounting processes associated with the Guest Services and Food Services
- Supports the administrative programming of events in the booking system (Ungerboeck)
- Maintain accurate training material and safety manuals
- Ensures adherence to UofA, Facility, and Operations, and Botanic Garden Policies and Procedures
- Ensures adherence to Facility and Operations Health and Safety Policy
- Other duties as required

QUALIFICATIONS AND REQUIREMENTS

- Minimum high school diploma
- A minimum of two years of related office experience preferred
- Excellent communication skills
- Excellent customer service skills
- Ability to work in a fast-paced, high-volume environment.
- Ability to work independently with minimal supervision
- Strong organization, accuracy, and attention to detail
- Strong business acumen to confidently work with multiple stakeholders



- Excellent time management and organizational skills and attention to detail
- Flexible schedule required – may involve some nights and weekends
- 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