

- Collaborate with senior leadership to develop and implement strategies that enhance guest satisfaction and loyalty.
- Contribute to the strategic planning process by identifying growth opportunities and developing actionable plans to achieve organizational goals.
- Monitor industry trends and competitor activities, adapting strategies to maintain a competitive edge.
- Prepare and manage budgets related to guest experience initiatives and business development projects, ensuring effective allocation of resources.
- Analyze financial performance recommending adjustments as necessary.

Guest Experience Management

- Develop and implement strategies to enhance the overall guest experience, ensuring high levels of satisfaction and engagement in partnership with Director, Guest Experience & Business Development and Senior Manager, Guest Experience Operations.
- Lead and support the Business Development, Gift Shop, and Food Services teams providing training and resources to ensure exceptional service and educational opportunities. Partner closely with the Senior Manager, Guest Experience Operations to align the training and resources across the entire Guest Experience department.
- Analyze guest feedback and behavior data to identify trends and areas for improvement, implementing changes as needed.
- Partner with the Director, Guest Experience and Business Development in the creation of guest experience standards and the communication of these standards within the team and throughout the organization.
- Oversee daily operations of the Business Development, Gift Shop, and Food Services teams ensuring consistency and excellence across all touchpoints.

Leadership & Management

- Lead, mentor, and develop a high-performing team, fostering a culture of accountability, collaboration, and continuous improvement.
- Foster a culture of collaboration, innovation, and fun within the Guest Experience and Business Development team and with all other departments at the Science Centre.
- Mentor and develop staff, providing opportunities for professional growth and skill development.



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QUALIFICATIONS:

- Bachelor's degree in Business Administration, Hospitality Management, Education, or a related field.
- 5+ years of experience in guest experience, business development, or a related role, preferably in a museum, science centre, or similar environment.
- Proven track record of leading teams and driving results.
- Strong interpersonal and communication skills, with the ability to engage diverse audiences.
- Passion for science education, business development and community engagement.
- Proficiency in data analysis and performance metrics.

Note: A clean Police Information Check including the vulnerable sector is a condition of employment for successful candidates. The check must be completed prior to commencement of work and is the financial responsibility of the candidate.

Wages: TELUS World of Science—Edmonton offers a competitive salary commensurate with experience and a generous manager-level benefits package. The position is based in Edmonton. **Please indicate wage expectations on the accompanying cover letter.**

Hours of Work: 75 hours biweekly. Standard work schedule is Monday to Friday from 8:30 am to 4:30 pm. Flexibility is required to accommodate evening/weekend events.

Opening Date: October 23,2024

Closing Date: November 4,2024

Please include cover letter and resume in one document. We thank all applicants and advise that only those selected for an interview will be contacted.

LAT 53° 33' 40" N LON 113° 33' 50" W