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📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

📞 780-452-9100

The Edmonton Space & Science Foundation Senior Manager, Guest Experience Operations Out of Scope

Join TELUS World of Science – Edmonton (TWOSE) as we embark on our 40th trip around the sun! Situated in the heart of amiskwacîwâskahikan ᑭᑭᑦᓴᑦᓴᑦᓴᑦᓴᑦ in Treaty Six Territory and the Métis Homeland, we are the destination to engage Albertans’ hearts and minds in science, with a mission to ignite curiosity, inspire discovery, celebrate science, and change lives.

We take pride in building a culture that is diverse, equitable, and inclusive. Science is for everyone, and the Science Centre team is as diverse as our guests. We encourage Black, Indigenous, and racialized peoples, persons living with disability and neurodiversity, women, sexual and gender minorities, and members of all minority groups to apply.

Be part of an organization that values diverse perspectives, identities, abilities, and expressions. From cosmic discoveries through telescopes to ‘Aha!’ moments under microscopes, join the Science Centre as we celebrate the endless possibilities of science for the next 40 years!

POSITION SUMMARY:

Reporting to the Director of Guest Experience and Business Development, the Senior Manager of Guest Experience Operations is responsible for ensuring the efficient and seamless delivery of all guest-facing services across the organization. This role oversees the operational execution of guest experience strategies, focusing on optimizing processes, improving service quality, and driving consistency across all guest touchpoints.

By leading cross-functional teams, they ensure that all operational procedures align with the organization's mission, vision, and commitment to delivering superior guest experiences.

The Senior Manager plays a critical role in identifying opportunities for operational improvements, driving innovation, and fostering a culture of service excellence, ultimately enhancing customer satisfaction and loyalty.

DUTIES AND RESPONSIBILITIES:

Strategy & Sustainability

- 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.
- Manage operational budgets, ensuring resources are allocated effectively to maximize guest satisfaction.
- Analyze financial performance recommending adjustments as necessary.

LAT 53° 33' 40" N LON 113° 33' 50" W

- Partner with the Marketing and Community Relations team to identify funding streams to improve our guest experience operations.

Operational Leadership

- Lead the management and development of operational systems, including but not limited to ticketing, POS, CRM, and reporting.
- Identify and implement process improvements to enhance the overall guest experience to optimize efficiency and increase guest satisfaction at TWOSE.
- Oversee daily operations of the Guest Services, IMAX, and Bookings teams ensuring consistency and excellence across all touchpoints.
- Establish and monitor key performance indicators (KPIs) related to guest experience and operational performance.

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, providing the lens of operational processes and how they ensure an exceptional guest experience.
- Lead and support the Guest Services, IMAX, and Bookings 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.

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 team and with all other departments at the Science Centre.
- Mentor and develop staff, providing opportunities for professional growth and skill development.
- Work closely with senior leadership

QUALIFICATIONS:

- Bachelor's degree in Hospitality Management, Business Administration, or a related field; Master's degree preferred.
- 5+ years of experience in guest experience or operations management, preferably in museum, science centre, or similar environment.
- Knowledge of ATMS an asset.



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- Proven track record of leading teams and managing complex projects.
- Strong analytical skills with the ability to interpret data and make data-driven decisions.
- Excellent communication and interpersonal skills, with a customer-centric approach.
- Ability to thrive in a fast-paced environment and manage multiple priorities effectively.

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

How to Apply: hr@twose.ca

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.