

Join the Adventure: Craft Unforgettable Experiences in Tourism at a Renowned UNESCO World Heritage Site!

This is not just a job; it's an invitation to be a part of something extraordinary. We are seeking a passionate individual who is eager to advance in their careers in the tourism industry and contribute to the success of our world-renowned attraction. This is a unique chance to connect with guests on a profound level, offering them an immersive and educational experience against the captivating backdrop of the traditional lands of the Blackfoot people.

Your role in this adventure:

Manage Daily Operations:

- Proactively assess and prioritize daily facility needs, efficiently scheduling and assigning tasks to staff to ensure seamless facility operations.
- Promptly respond to emails, phone calls, and booking inquiries, maintaining continuous communication throughout the day.

Leadership and Mentorship:

- Provide mentorship to seasonal staff, setting a positive example in compliance with contractor policies, Head Smashed In Buffalo Jump policies, Government of Alberta (GOA) Guidelines, and industry best practices.
- Conduct regular check-ins with the team to foster a cohesive work environment and address any operational challenges.

Resourceful Point of Contact:

- Serve as the go-to person for staff inquiries, directing them to the appropriate team members for answers.
- Be well-versed in emergency procedures and contacts, ensuring swift and effective responses in case of emergencies.

Administrative Responsibilities:

- Manage the command center/whiteboard in the GOA office, overseeing and updating essential information for smooth coordination.
- Conduct training sessions for seasonal staff, covering on-site duties, utilization of the till, and relevant paperwork.

Preparation for Events and Tours:

- Prepare staff for incoming groups and tours, including school field trips and international tourists.

- Maintain readiness for various events, ensuring staff is well-trained and equipped to handle diverse situations.

Key Skills and Qualifications you bring to the team:

- A passion for the tourism industry and guest experience
- Proven experience leading a team of staff, including staff training and development, conflict resolution, and scheduling
- Time management and organizational skills, and the ability to prioritize
- Excellent verbal and written communication
- Diploma in tourism, hospitality, or related field or equivalent experience would be considered an asset

POSITION: FULL TIME PERMANENT

SHIFTS: WEDNESDAY – SUNDAY

HOURS: 9:30am – 5:15pm

TOTAL HOURS PER WEEK: 36.5HRS

If you are ready to contribute to a world class tourist destination, immerse yourself in the unique surroundings of Head Smashed-In Buffalo Jump, and make a lasting impact on guests, we invite you to apply for this one-of-a-kind opportunity. Come be a part of a team that values passion, innovation, and the transformative power of education through tourism. Your next adventure awaits!

"We are committed to fostering diversity and inclusion within our organization. As part of our dedication to supporting Indigenous communities, we actively encourage and prioritize the hiring of Indigenous individuals. We believe that a diverse and inclusive workforce strengthens our team and enriches our workplace culture. All qualified candidates are welcome to apply, and we encourage individuals from Indigenous backgrounds to explore opportunities with us."