

The Butchart Gardens is looking for an individual to fill the following position:

DEPARTMENT: THE COFFEE SHOP

POSITION: COFFEE SHOP SUPERVISOR

The Coffee Shop is a multi-faceted, front-line service department that incorporates four fast paced, quick service outlets and an event area for birthday parties and groups.

The successful candidate, working with the management team of the Coffee Shop, will be expected to coordinate and supervise staff to complete a broad range of assignments and to coach and lead all staff in their service to the visitors.

The successful candidate will be required to:

- lead by example and provide excellent service to our visitors
- coordinate the daily operation of the Coffee Shop and the Satellite areas (Annabelle's Cafe, the Coffee Shop Cart, and the Popcorn Cart)
- facilitate group bookings, birthday parties, and various events in both the Coffee Shop and the Carousel Event room
- assist in the coordination of the annual operation of the Satellite areas by arranging annual maintenance, equipment rentals, annual start up and close down procedures etc.
- provide leadership, motivation, and direction to all staff members in the department
- participate in planning and prioritizing both long and short-range goals of the department
- foster an environment of personal growth and team spirit
- help to create an enjoyable and productive work atmosphere for all staff in the department
- be open to change and able to communicate new ideas and developments effectively
- provide and document daily performance feedback and lead performance development meetings with staff members
- meet daily and monthly labour cost goals
- assist with monthly inventory of department
- assist with monthly departmental safety inspections
- ensure adherence to The Butchart Gardens policies and procedures

The successful candidate will possess the following qualifications and demonstrated attributes:

- an excellent understanding of how to provide exceptional customer service and a desire to constantly seek to improve our service to the visitors
- a proven ability to lead, empower, motivate, and train staff through a caring and helpful approach
- a strong work ethic and an excellent past performance record in all areas
- an ability to operate effectively and professionally under frequently changing and challenging circumstances
- well developed problem solving and organizational skills
- a minimum of two years customer service experience, preferably in a front-line, fast paced environment
- excellent communications skills, both verbal and written
- previous supervisory or leadership experience is a definite asset
- a broad knowledge about the Butchart Gardens and the services provided
- successful completion of Serving It Right and Food Safe Level 1
- a current Class 5 BC driver's license and good driving record is an asset

This is a seasonal year-round position, which includes both shift work, weekend work, and statutory holidays; overtime may occur on a very limited basis. Remuneration will be commensurate with the position and level of responsibility.

Please submit a cover letter and resume, addressed to the Manager of the Coffee Shop, to Human Resources, before 4:30pm on Friday, September 14, 2018.

Apply through our website or by email: hr@butchartgardens.com.

Mail: 800 Benvenuto Avenue
Brentwood Bay, BC
V8M 1J8

All applications will be short listed and an interview process may follow. We will contact all applicants in person to inform them of the results of the short listing.

Thank you for your interest, and we look forward to your application.

