

TO ALL STAFF

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

DEPARTMENT: SEED & GIFT STORE
POSITION: LEVEL 1 RETAIL SUPERVISOR

As a supervisor level one, you are expected to consistently play a leadership role in running the sales floor on a daily basis, train, coach and give feedback to staff to ensure they effectively contribute to the needs of the business, meet performance expectations and maximize sales while providing outstanding visitor service.

The successful candidates will be required to:

- model excellent sales techniques (acknowledge/assess/add-on), at the level of a sales specialist
- provide leadership through exemplary work performance and professional conduct
- consistently take a lead role in coaching staff to continuously improve visitor service/sales
- work as a team to set, communicate and model high visitor service/sales standards
- provide coaching and feedback to staff based on established expectations
- provide and document daily performance feedback and, when appropriate, lead performance development meetings with staff members while maintaining confidentiality
- train new employees each season, communicate performance expectations clearly and follow-up
- conduct shift meetings to communicate changes and updates, motivate the sales team and provide daily work plan
- monitor and assess the efficiency of procedures and processes
- ensure stock is kept at optimum levels and store is always clean, tidy and safe for visitors and staff
- have a comprehensive knowledge of cash handling procedures and POS computer system
- have comprehensive knowledge of Seed and Gift Store policies and procedures
- assist staff in resolving visitor requests, issues or problems
- manage staff to ensure optimal service levels in the store at all times to the needs of the business
- clearly communicate between visitors, buyers, inventory staff, sales staff and management
- attend relevant seminars and/or conduct self-research to improve supervisory skills
- take responsibility for daily operation of the Seed and Gift Store
- take responsibility for monitoring and improving staff morale
- model and coach safe work practices in the workplace
- identify opportunities to improve productivity, sales and special events
- coach staff on always demonstrating positive behavior, attitudes and maintain appearance policy
- work in all positions to assist staff and utilize coaching opportunities

Successful candidates will possess the following qualifications and demonstrated attributes:

- an appropriate combination of experience in the Seed and Gift Store, or previous experience
- proven ability and desire to lead, motivate and coach staff
- ensuring visitor service satisfaction is top priority
- consistently make decisions that are in the best interests of The Butchart Gardens
- strong organizational, time management and written and verbal communication skills
- the ability to work under pressure and maintain professionalism under frequently changing high paced environment
- the ability to exercise sound judgement and accept accountability
- the ability to professionally receive and implement constructive feedback
- a demonstrated commitment to team work with all levels of staff

This is a seasonal year-round position, between 24 to 40 hours per week including both shift and weekend work plus occasional overtime working to the needs of the business. This position to commence at a mutually agreed upon date. Remuneration will be commensurate with the level of responsibility and qualifications of the applicant.

We will be accepting applications until Friday September 28, 2018. If you are interested in this position, please submit a cover letter and current resume through the website upload tool, or to: The Human Resources Department; or email: hr@butchartgardens.com.

If you have any questions, please ask Candace Metcalf, Cindy Warden or the Human Resources department. We will be pleased to answer any questions you may have.