

**DEPARTMENT – The Seed and Gift Store**  
**POSITION – Manager**

**Role:**

The Seed and Gift Store Manager will be responsible for the daily operation of the store, ensuring the department is running efficiently with high staff morale and visitor satisfaction. The manager will provide leadership through exemplary work performance and professional conduct.

**The successful candidate will be required to:**

- Oversee and assist in the training of The Seed and Gift Store staff
- Communicate product information and procedural changes
- Encourage staff participation in decision making
- Motivate staff and supervisors by establishing clear goals to maximize their performance and sales, and provide consistent feedback and guidance
- Maintain and improve The Seed and Gift Store visitor service standards
- Provide strategies to maximize sales profitability
- Encourage and improve communication between all staff and supervisors
- Encourage and strengthen team spirit
- Identify and develop skills in all levels of staff
- Manage The Seed and Gift Store performance review system
- Manage The Seed and Gift Store disciplinary process
- Consistently coach and follow-up with the supervisor team
- Facilitate semi annual supervisor meetings
- Facilitate frequent staff & supervisor meetings
- Oversee the creation of, or improvement to, training manuals and reference material
- Assess all training for effectiveness and efficiency
- Assist in developing yearly strategic plans and budgets
- Lead the annual inventory process
- Oversee the inventory department, mail order, sales floor, and assist the buying team
- Plan and over-see in-store promotional events for visitor enjoyment and increased sales
- Assure fairness, efficiency, and fiscal responsibility in staff scheduling
- Assist in maintaining operating expenses within budget
- Monitor and troubleshoot cash transactions
- Ensure adequate security for money and product
- Encourage fiscal responsibility within team
- Review and implement store operating policies and procedures
- Ensure the store is a safe and healthy environment for staff and visitors
- Ensure adherence to all Company policies and procedures
- Assist in maintaining adequate stock levels, merchandising and displays
- Keep abreast of market trends to determine the need for improvements in the store

**The successful candidate will possess the following qualifications and demonstrated abilities:**

- Clear written and verbal communication skills
- Outstanding communication and interpersonal abilities
- Highly developed motivational and coaching skills
- Possess strong attention to detail and organizational skills
- Competence in computer word processing and spreadsheet programs
- Experience as a Retail Manager for a minimum of five years in a high volume retail store
- A consistent outwardly positive and enthusiastic attitude
- The ability to remain calm and professional in a fast paced environment
- A commitment to team work
- Empathy for staff and visitor needs and wants
- Previous Buying experience is an asset
- Commercial awareness and study of current trends an asset

This is a full-time position requiring 40 hours of work per week, scheduled to begin at a mutually agreed upon date. Shift work, weekend work, and some statutory holiday work is required. This position reports to the Director of the Seed and Gift Store. Remuneration will commensurate with this level of responsibility and the qualifications of the candidate.

We will be accepting applications until January 31, 2019, and will interview short-listed candidates shortly afterwards. If you are interested in joining The Seed and Gift Store team, please submit your resume & Gift Store Manager cover letter to the Human Resources department through our website, or to The Butchart Gardens Ltd., 800 Benvenuto Avenue, Brentwood Bay, B.C., V8M 1J8, or email [hr@butchartgardens.com](mailto:hr@butchartgardens.com), or fax: 250-544-4455.

We sincerely thank all those who apply, however, only those short-listed will be contacted.