

DEPARTMENT: PUBLIC RELATIONS
POSITION: SEASONAL GROUP SERVICES

The Public Relations department strives to provide excellent customer service to both visitors and other departments, while promoting The Butchart Gardens to our many different markets. Group Services focuses primarily on services to our tour operators, industry partners and groups. They also work closely with all departments to deliver a positive Gardens experience for our visitors.

DUTIES:

- Process incoming reservations for admission; direct enquiries for food service requests to the Event Coordinator or Food Services Coordinator as appropriate
- Respond to emails, phone inquiries and onsite inquiries
- Process information inquiries (rates, menus, etc.); process prepayments
- Represent TBG on property, in person and by telephone
- Assist with organizing and conducting Fam tours and Site Inspections
- Assist with and meet attendees for Birthday Parties
- Meet tour groups having Food Services; escort to correct venue and connect tour leaders with staff person taking care of the group
- Meet and greet Industry Partners
- Meet and greet School and Student groups; review our guidelines and garden Etiquette with tour leaders; monitor group throughout the visit to ensure our policies are being upheld; assist with leading the group to designated area for snacks if applicable
- Assist with on-site coordination of PR duties on Fireworks Saturdays and Special Event Days
- Support Visitor Services staff during peak times at Admissions Gate; assist in expediting admissions through Turnstiles; ensure Admission Reports are current and relevant information is communicated to VS staff; welcome busses from cruise ships upon arrival to bus parking lot (as assigned)
- Other duties as required

REQUIREMENTS:

- An outgoing, friendly personality with a willingness to work as part of a team as well as independently
- Excellent communication skills and ability to conduct oneself in a patient, polite and professional manner
- Ability to serve individuals and groups confidently and professionally both in person and on the phone
- Computer and typing skills
- Ability to perform and thrive in a busy environment under pressure; must be organized and able to multi task

WORK SEASON:

This is a full-time seasonal position from May 15 through September 15, with a part-time training period beginning April 22. Shifts will vary; weekend and evening work is expected. Remuneration will be commensurate with this level of responsibility and experience.

We will accept resumes until 5:00pm, Tuesday, April 2, 2019, and will interview qualified candidates shortly afterwards. If you are interested in joining the Public Relations team, submit a resume and cover letter to the Human Resources department through our [employment page](#) or, The Butchart Gardens Ltd., 800 Benvenuto Ave. Brentwood Bay, BC V8M 1J8 hr@butchartgardens.com Ph. 250-652-4422 Fax. 250-544-4455

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