

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

DEPARTMENT: THE COFFEE SHOP

POSITION: COFFEE SHOP ASSISTANT 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
- < assist with the coordination of the daily operation of the Coffee Shop and the Satellite areas (Annabelle's Cafe, the Coffee Shop Cart, and the Popcorn Cart)
- < assist with group bookings, birthday parties, and various events in both the Coffee Shop and the Carousel Event room
- < 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 ongoing mentorship to all staff members and assist the supervisors with performance feedback
- < assist in meeting 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 work well as part of a team
- < a proven ability to mentor and train coworkers 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 in current position
- < a minimum of one year customer service experience, preferably in a front-line, fast paced environment
- < strong communications skills, both verbal and written
- < a good general 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.

Further information and copies of this posting are available from the Manager of the Coffee Shop or Human Resources. Please submit a cover letter and resume (addressed to the Manager of the Coffee Shop) to Human Resources before 4:00pm on Sunday, September 15, 2019. Human Resources, The Butchart Gardens, 800 Benvenuto, Brentwood Bay B.C., Victoria, BC V8M 1K8 email hr@butchartgardens.com or [online](#).

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.