

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

DEPARTMENT: SEED & GIFT STORE
POSITION: RETAIL SALES SUPERVISOR

As a Supervisor you will be expected to play a leadership role in the running of the sales floor on a daily basis. You will train, coach, and provide feedback to staff to ensure they effectively contribute to the needs of the business and meet performance expectations. You will 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 improve visitor service and sales
- provide coaching and feedback to staff based on established sales and job expectations
- provide and document daily performance feedback and, when appropriate, lead performance development meetings with staff members
- produce, document, and deliver annual performance reviews
- train new employees each season, communicate performance expectations clearly, and follow-up
- work in all positions to assist and coach sales staff to meet expectations
- 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 the store is always clean, tidy, and safe for visitors and staff
- have 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 and staff requests and issues
- 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 safety in the workplace

Successful candidates will possess the following qualifications and demonstrated attributes:

- experience in a retail environment, or previous leadership experience elsewhere
- the ability and desire to lead, motivate and coach staff
- the desire to ensure visitor service satisfaction is top priority
- 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 a frequently changing and high paced environment
- the ability to professionally receive and implement constructive feedback
- the ability to exercise sound judgement and accept accountability
- a demonstrated commitment to team work with all levels of staff

This is a year-round position, offering between 28 and 40 hours per week depending on the season. The position will commence at a mutually agreeable date, and will include both shift and weekend work plus occasional overtime. Remuneration will be commensurate with the level of responsibility and qualifications of the applicant.

We will be accepting applications until the position is filled. If you are interested in joining the Seed and Gift Store team, please submit your resume and cover letter to: The Human Resources Department, The Butchart Gardens Ltd., Box 4010, Victoria, BC, V8X 3X4; or email: hr@butchartgardens.com; or fax: 250-544-4455; or [online](#).

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