

The Butchart Gardens is looking for individuals from within the company to fill the following positions:

**DEPARTMENT: VISITOR SERVICES**

**POSITIONS:** AREA SUPERVISOR - INFORMATION CENTRE  
AREA SUPERVISOR - ADMISSIONS  
AREA SUPERVISOR - CONTROL  
AREA SUPERVISOR - TRAINER/FIRST AID ATTENDANT

AREA SUPERVISORS WHO ARE NOT WORKING FULLTIME YEAR-ROUND ARE REQUIRED TO WORK FULL TIME FROM JULY 4TH THROUGH LABOUR DAY MONDAY. PLEASE DO NOT APPLY IF YOU REQUIRE TIME OFF IN THE SUMMER.

Visitor Services is a diverse front-line department that is responsible for delivering exceptional service to the visitors and staff of The Butchart Gardens. Information, Admissions, Control and Trainer/First Aid Attendant\* teams are expected to complete a range of assignments while supervising and leading staff in their respective areas. Area Supervisors report directly to Department Supervisors and Senior Department Supervisors. They are expected to collaboratively approach specific area challenges related to procedural improvement, training and service consistency.

**Successful candidates will possess the following qualifications and demonstrated attributes:**

- an appropriate combination of Level II staff experience within Visitor Services or other relevant leadership experience and demonstrated excellent performance
- an outwardly consistent, positive and enthusiastic attitude that has been demonstrated in friendly and energetic body language and facial expressions
- the ability and desire to lead, motivate and train staff
- a demonstrated excellent understanding of how to provide exceptional visitor service
- a thorough knowledge of The Gardens and the services we provide
- excellent written and verbal communication skills
- the ability to remain calm and professional under frequently changing and stressful circumstances
- the ability to professionally receive, implement, and document positive and constructive feedback
- a demonstrated commitment to teamwork and professional conduct

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

- provide leadership through exemplary work performance and professional conduct
- participate in scheduling and dispatching staff
- supervise and coordinate the daily operation of the Information Centre, Admissions, Control or Training/First Aid
- identify opportunities to improve the level of service provided by Control, Information, Admissions or Training/First Aid while maintaining necessary levels of confidentiality
- participate in the development and delivery of relevant Level I and Level II training
- assist staff and supervisors by working in front-line positions in order to identify coaching opportunities and ways to help staff improve the level of service provided to our visitors
- participate in assessing training programs to ensure they are efficiently teaching staff to meet the needs of our visitors as well as the goals of the company
- initiate resolution of visitor complaints while maintaining communication with department supervisors
- enforce company policies and procedures and support the Supervisor and Management teams

**\*In addition to the above requirements and qualifications the Trainer/First Aid Attendant team is expected to provide First Aid treatments to staff and visitors. Attendants are expected to collaboratively approach challenges related to procedural improvements as well as First Aid provision and follow-up.**

Successful Trainers/First Aid Attendants will be required to:

- < be 19 years of age or older
- < successfully complete, at company expense, an Occupational Level III First Aid course and exam
- < respond to and provide First Aid treatment to both visitors and staff
- < participate in documenting and investigating accidents
- < clean up biohazardous spills
- < ensure a consistently safe environment for visitors and staff

The Area Supervisor position is a seasonal one offering up to 40 hours per week from early Spring through Labour Day Monday. It includes both shift and weekend work plus occasional overtime. These positions do have the potential to become full-time annual positions depending upon the VS Department's needs from early Fall to late Spring. We are in the process of determining how many Area Supervisors we need for this summer and will compile an eligibility list from the short-list of interviewed candidates. As positions become available they will be filled with available and suitable candidates from the eligibility list. We anticipate training to occur mid-March thru mid-June. If other positions become available prior September 5th we will draw from a list of eligible candidates identified by this competition. Please note that Area Supervisors are expected to work all Firework Saturdays and Special Event dates.

Further information and copies of this posting are available from Visitor Services Management or Human Resources. Please submit a brief cover letter and resume (addressed to the Director of Visitor Services) to Human Resources **by 4:30pm February 16th, 2020**. Within your cover letter please indicate your first, second and third Area Supervisor position preferences.