

The Butchart Gardens is looking for internal applicants to be considered for the following position:

DEPARTMENT: GELATERIA

POSITION: GELATERIA ASSISTANT SUPERVISOR

We are looking for two candidates to fill the position of Gelateria Assistant Supervisor. The Gelateria is a fast paced take away facility with limited seating available. The Assistant Supervisor is responsible for coaching & leading all staff to serve the guests of The Gelateria in a genuinely friendly, prompt, & professional manner.

The successful candidate, working with the management team of The Dining Room Restaurant, will be required to:

- Provide courteous, professional, friendly and prompt service to our visitors
- Ensure 100% adherence to established Gelateria service standards
- Ensure 100% compliance with all policies and procedures (The Gelateria and The Butchart Gardens)
- Assist with achieving cost of goods projections
- Help diffuse difficult situations with visitors and/or staff
- Provide leadership, motivation, and feedback to all staff members
- Inspect all aspects of The Gelateria for safety and security daily
- Open and close The Gelateria and Gelato Cart following existing checklists
- Organize a staff of about 8 employees
- Assist with meeting daily and monthly labour cost goals
- Coordinate with other departments to ensure excellent customer service
- Be responsible for the well-being and care of both visitors and staff
- Assist with coordinating the daily staff schedule, ensuring staff levels are adequate for volume of business
- Maintain high appearance standards both personally and for all staff
- Coordinate, coach, and motivate others to accomplish tasks and goals
- Assist with monthly inventory counts

The successful candidate will possess the following qualifications:

- A minimum of 2 years' customer service experience, preferably in a front-line, fast paced environment
- Food services experience is an asset, but not necessary
- Previous supervisory experience is an asset, but not necessary
- Food Safe certificate
- A good general knowledge of The Butchart Gardens and the services provided
- Excellent verbal and written communication skills
- Positive, professional, and upbeat attitude
- Ability to operate effectively and professionally under frequently changing and stressful circumstances
- A strong work ethic and an excellent past performance record in all areas
- Understand the importance of attention to detail
- Demonstrate excellent organizational skills

This is a seasonal position, beginning in March and ending in mid-October. Shifts will vary, and weekend and evening work is expected.

Remuneration will be commensurate with the level of responsibility of the position and the qualifications of the candidate.

Please submit a cover letter and resume to Human Resources. **Applications will be accepted until 5pm January 31, 2020;** a short-listing and interview process will follow.