

*The Butchart Gardens is looking for two individuals to fill the following position:*

**DEPARTMENT: GELATERIA**

**POSITION: 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 candidates, 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 candidates will possess the following qualifications:**

- A minimum of 2 years' customer service experience, preferably in a front-line, past 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.

If you are interested in this position, please submit a cover letter and résumé to: Human Resources department, The Butchart Gardens Ltd. 800 Benvenuto Ave, Brentwood Bay BC V8M 1J8; Fax: (250) 544-4455; online: [employment page](#); email: [hr@butchartgardens.com](mailto:hr@butchartgardens.com)

***The Butchart Gardens appreciates all applications, however, only those short listed will be notified.***