

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

**DEPARTMENT: THE BLUE POPPY RESTAURANT**  
**POSITION: SUPERVISOR**

The successful candidate, working with the management of The Blue Poppy Restaurant, 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 visitors.

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

- lead by example and provide excellent service to our visitors
- coordinate the daily operation of The Blue Poppy Restaurant
- participate in planning and prioritizing both long and short term goals of the department
- foster an environment of personal growth and team spirit
- provide leadership, motivation, and direction to all staff members in the department
- 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 effectively
- participate in staff performance evaluations; provide and document daily performance feedback
- meet 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

**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 lead, empower, motivate and train staff 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
- problem solving and organizational skills
- previous customer service experience, preferably in a front-line, fast paced environment
- excellent communication skills, both verbal and written
- previous supervisory experience is a definite asset
- a broad knowledge about The Gardens and the services provided
- basic computer skills are an asset
- successful completion of Serving It Right and Food Safe Level 1

This is a seasonal position which includes both shift work and weekend work; overtime may occur on a limited basis.

**We will be accepting applications until Sun March 8<sup>th</sup> 2020.** Further information is available from the Manager of The Blue Poppy Restaurant, Director of Food Services or the Human Resources department. Please submit a cover letter and resume to Human Resources, The Butchart Gardens, 800 Benvenuto Ave, Victoria, B.C. V8M 1J8 or fax: 250-544-4455 or online: [Employment Page](#) or e-mail: [hr@butchartgardens.com](mailto:hr@butchartgardens.com)

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