

**Date posted: March 10, 2022**

*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 for this position until filled. Further information is available from the Manager of The Blue Poppy Restaurant or 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 e-mail: [hr@butchartgardens.com](mailto:hr@butchartgardens.com)

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