

Date posted: September 9, 2022

The Butchart Gardens is looking for an individual from within the company to fill the following position:

DEPARTMENT: VISITOR SERVICES

POSITION: ASSISTANT MANAGER

Duties:

To assist the VS Management team with but not limited to:

- Coordination and supervision of Visitor Services staff resources.
- Organization and planning of the seasonal and annual duties and responsibilities for Visitor Services and the VS Management team.
- Performance Management of staff up to and including Senior Department Supervisor.
- Delegated management liaison responsibilities TBD.
- Conflict resolution/rectification and frontline Management coverage for the full range of visitor and staff situations.
- Emergency response including development, preparation, training and implementation and real life situations as they may present themselves.
- Coordination of work with other departments so as to cause the least disruption to Gardens staff and visitors.
- Work with other departments as the need arises to ensure the Gardens meets its seasonal time lines.
- Ensuring that workers are trained in use of equipment and tools and that they comply with all Work Safe BC Regulations while carrying out their duties.
- Ensure that staff follow company Policies and Procedures.
- Assist in other areas of the Visitor Services department as required by Management.

Requirements:

- Excellent working knowledge of The Gardens would be an asset.
- Working knowledge of WHMIS, Gardens' Policies and Procedures and Visitor Services Staff expectations.
- Respect for our employees, the department and company.
- Demonstrated competency in performance feedback and staff training.
- Ability to set priorities and work well under pressure.
- Self-starter and demonstrated ability to work well within a team.
- Ability to work with confidentiality and discretion.
- Demonstrated strong work performance with excellent levels of work quality, accountability and trust.
- Excellent communication, interpersonal and organizational skills with the ability to problem solve analytically, prioritize and multi task.
- Proven ability to supervise, lead and motivate staff.
- Proper use of time management and delegation.
- Ability and desire to work in a sometimes stressful and fast-paced environment while continuing to remain a positive team player.
- Desire to take on additional training and responsibilities as required by the department.
- Proficient with computers and Microsoft Office applications.

This is a full-time, year-round position with a 6-month probationary period. Shiftwork will be required. Please submit a cover letter (addressed to the Director of Visitor Services) to the Human Resources Department **by 4:30pm September 23, 2022.**

The Butchart Gardens, 800 Benvenuto Ave., Brentwood Bay, BC. V8M 1J8.
email: hr@butchartgardens.com

If you have any questions please contact a Visitor Services manager, or the Human Resources Department.

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