

## TO ALL STAFF

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

**DEPARTMENT: PUBLIC RELATIONS**  
**POSITION: SEASONAL GROUP SERVICES**

The Public Relations department strives to provide excellent customer service to both visitors and other departments, while promoting The Butchart Gardens to our many different markets. Group Services focuses primarily on services to our tour operators, industry partners and groups. They also work closely with all departments to deliver a positive Gardens experience for our visitors.

**DUTIES:**

- Process incoming reservations for admission; direct enquiries for food service requests to the Special Event Coordinator or Food Services Coordinator as appropriate
- Respond to emails, phone inquiries and onsite inquiries
- Process information inquiries (rates, menus, etc.); process prepayments
- Represent TBG on property, in person and by telephone
- Assist with organizing and conducting Familiarization tours and Site Inspections when required
- Resolve ticketing issues with tour operators and third-party sellers
- Meet tour groups having Food Services; ensure payment is collected, escort to correct venue and connect tour leaders with staff person taking care of the group
- Meet and greet Industry Partners
- Meet and greet School and Student groups; review our guidelines and garden Etiquette with tour leaders; monitor group throughout the visit to ensure our policies are being upheld; assist with leading the group to designated area for snacks if applicable
- Assist with on-site coordination of PR duties on Fireworks Saturdays and Special Event Days
- Support Visitor Services staff during peak times at Admissions Gate; assist in expediting admissions through Turnstiles; ensure Admission Reports are current and relevant information is communicated to VS staff
- Welcome busses from cruise ships upon arrival to bus parking lot (as assigned), liaise with shore excursion providers, handle any ticketing issues with bus drivers, support VS staff during busy cruise nights
- Work and assist with Manager/Director building relationships with our Cruise ship Partners, on occasion will be onsite contact.
- Other duties as required

**REQUIREMENTS:**

- A positive, outgoing, friendly personality with a willingness to work as part of a team as well as independently
- Excellent communication skills and ability to conduct oneself in a patient, polite and professional manner
- Ability to serve individuals and groups confidently and professionally both in person and on the phone
- Computer and typing skills (including MS office suite)
- Ability to perform and thrive in a busy environment under pressure; must be organized and able to multi task
- Ability to represent The Butchart Gardens in a professional manner
- An understanding of the importance of attention to detail
- Evenings and weekends required

**WORK SEASON:**

This is a full-time seasonal position from May 15 through September 15, with a part-time training period beginning March/April, depending on schedule of successful applicant. Shifts will vary; weekend and evening work is expected. Remuneration will be commensurate with this level of responsibility and experience.

If you are interested in joining the Public Relations team, submit a resume and cover letter to Human Resources. **The Butchart Gardens Ltd., 800 Benvenuto Ave. Brentwood Bay, BC V8M 1J8**  
[hr@butchartgardens.com](mailto:hr@butchartgardens.com) Ph. 250-652-4422 Fax. 250-544-4455. Please contact Jill Smillie in Public Relations or the Human Resources Department.

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