

To All Staff

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

Department: Visitor Services

Position: Admissions Systems Specialist

The Visitor Services Admissions Systems Specialist will be responsible for all of the technical and administrative duties involved in the operation and maintenance of our Gateway Galaxy Point of Sale system.

The successful candidate will report to the Director of Visitor Services and will be required to:

- Program all Galaxy tickets, passes and gift cards daily and seasonally and make changes as needed.
- Program prices, taxes and exchange rates daily and seasonally and make changes as needed.
- Respond to admissions-related visitor emails and telephone calls and process refunds.
- Work with Information Technology to keep POS system and turnstiles functioning.
- Troubleshoot POS system daily and repair minor problems.
- In consultation with Director, work with manufacturer Gateway on system repairs, updates and improvements
- Discuss long term POS planning and suggestions on POS improvements with VS Director.
- Assist Director on additions or changes to the POS operating budget.
- Administrate online e-ticket and timed-ticketing systems.
- Implement quality and accuracy controls
- Interact with Accounts to troubleshoot outages and cashier errors.
- Interact with Public Relations to trouble-shoot and streamline group admissions.
- Ensure that staff adhere to admissions policies and procedures.
- Provide staff with expert technical assistance as required.
- Communicate Admissions related plans and goals to Area Supervisors and staff.
- Assist with staff training and retraining if necessary due to POS outages or errors.
- Assist with coordinating admissions for special guests and dignitaries.
- Addressing unusual admission situations and emergencies.
- Order POS supplies when needed (tickets, passes, card stock, printer ribbons, etc.)
- Networking with industry partners.

The successful candidate will possess the following qualifications:

- Very strong organizational and communication skills
- Project management
- Performance management
- Computer skills including Microsoft Word and Excel
- Planning and problem solving
- Highly reliable

Additional experience that would be favourable:

- Experience in an administrative position
- Visitor Services experience would be an asset
- Understanding of Gardens admissions.

This is a full-time, year-round position, eligible for benefits after six months. We are looking for the position to start immediately. The expectation is forty hours per week plus overtime if required. Please submit a cover letter and resume to Human Resources by 4:30pm on September 27th, 2023. The Butchart Gardens Ltd., 800 Benvenuto Ave, Brentwood Bay, BC V8M 1J8, Fax: 250-544-4455, Email: hr@butchartgardens.com

If you have any questions please contact John Tomlinson, Director of Visitor Services or the Human Resources Department.