

Date Posted: September 14, 2023

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

**DEPARTMENT: THE COFFEE SHOP**

**POSITION: COFFEE SHOP SUPERVISOR**

The successful candidate, working with the management team of the Coffee Shop, 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 the visitors.

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

- < Lead by example and provide excellent service to our visitors
- < Coordinate the daily operation of the Coffee Shop and the Satellite areas
- < Facilitate group bookings, and various events in the Coffee Shop and the Carousel Event room
- < Assist in the coordination of the annual operation of the Satellite areas by arranging annual maintenance, equipment rentals, annual start up and close down procedures etc.
- < Provide leadership, motivation, and direction to all staff members
- < Participate in planning and prioritizing both long- and short-range goals of the department
- < Foster an environment of personal growth and team spirit
- < 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 and developments effectively
- < Provide and document performance feedback and lead performance development meetings with staff members
- < Meet daily, monthly and yearly labour cost goals
- < Help diffuse difficult situations with visitors and/or staff
- < Assist with monthly inventory of department
- < Assist with monthly departmental safety inspections
- < Ensure adherence to The Butchart Gardens policies and procedures

**The 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
- < Well-developed problem solving and organizational skills
- < A minimum of two years customer service experience, preferably in a front-line, fast paced environment
- < Excellent communications skills, both verbal and written
- < Previous supervisory or leadership experience is a definite asset
- < A broad knowledge of the Butchart Gardens and the services provided
- < Successful completion of Food Safe Level 1 within 1 month of being hired (at candidate's expense)
- < Successful completion of Serving It Right when alcohol service is resumed (at candidate's expense)
- < A current Class 5 BC driver's license and good driving record is an asset

This is a seasonal position, which includes shift work, weekend work, evenings, and statutory holidays; overtime may occur on a very limited basis. The position will commence November 1, 2023 through January 6, 2024. Our intention (barring unforeseen circumstances and pending candidate's performance) is for the position to be renewed going forward. Remuneration will be commensurate with the position and level of responsibility.

We will be accepting applications until 4:30pm on Monday, October 2 2023. Further information and copies of this posting are available from the Manager of the Coffee Shop or Human Resources. Please submit a cover letter and resume to: Human Resources, The Butchart Gardens, 800 Benvenuto, Brentwood Bay B.C., Victoria, BC V8M 1K8. Email: [hr@butchartgardens.com](mailto:hr@butchartgardens.com) Fax: 250-544-4455

Applications will be short listed and an interview process may follow. We will contact all internal applicants in person to inform them of the results of the short listing.

Thank you for your interest, and we look forward to your application.