

Date Posted: September 22, 2023

The Butchart Gardens is looking for individuals to fill the following positions:

DEPARTMENT: VISITOR SERVICES

POSITIONS: STAFF LEVEL 1

Visitor Services is looking for candidates to fill positions beginning in late October offering 32-40 hours per week through January 6, 2024 with opportunities for continued employment into the Spring and Summer.

The Butchart Gardens is a pre-eminent display garden covering 55 acres of a 130-acre estate and are host to over 1 million visitors each year from around the world. Visitor Services is responsible for the care and well-being of our visitors while they are in The Gardens. This diverse front-line department is responsible for delivering exceptional service to the visitors and staff of The Butchart Gardens.

Visitor Services is comprised of a variety of specialized areas and responsibilities. Regardless of which area you are scheduled to work, you will be involved in the following activities:

- directing bus, car, RV, motorcycle, bicycle, pedestrian traffic
- varied cleaning tasks: benches, garbage cans, lattice, sweeping, etc.
- answering a wide range of travel and tourism questions in the Information Centre
- almost constant interaction with visitors in a wide variety of service situations
- monitoring, assisting, and problem solving throughout The Gardens
- frequent litter/recycle pick-up rounds plus seasonal recycling projects

Please note the following job requirements:

- communicating in an energetic, polite and respectful manner
- adhering to established appearance policies
- working primarily outside in all weather conditions
- working outside in the dark – sometimes alone and in remote areas
- standing for long periods of time on hard surfaces: concrete, brick, asphalt and gravel
- light to moderate bending, lifting and reaching
- working unsupervised – entrusted with completing tasks as directed
- using two-way radio and other means of communications with appropriate etiquette
- performing numerous tasks related to grounds maintenance and clean-up in visitor view
- shift work including late evenings until 10:30pm, weekends and holidays

Note: Although not a requirement, having a valid Class 7N or Class 5 license is an asset.

Please submit a cover letter and resume to hr@butchartgardens.com, or complete our online application form at butchartgardens.com/employment/.