

DEPARTMENT: SEED & GIFT STORE
POSITION: Mail Order/E-commerce Administrator

We are looking for a creative and motivated individual to maintain, improve and grow our mail order and online services.

The successful candidate will be required to:

- Be responsible for building positive interactions and relationships with visitors, receive and respond to all incoming orders, phone, email and letter enquires
- Process all mail order purchases for guaranteed safe delivery, including picking and packing
- Research and determine shipping procedures and charges for all Gift Store and artisan products
- Liaise with Canada Post regarding rate and or regulation changes
- Track and resolve lost and / or damaged items
- Organize and maintain current documentation, including manuals, forms, information for customs, duty, regulations and exports
- Manage the E-commerce/POS integration, including sales, products and images
- store and company newsletter
- Liaise with Seed and Gift Store director and Public Relations to coordinate company seasonal newsletter including photos and written content
- Liaise with Info Tech, Arts, and Public Relations departments in regards to Gift Store website content
- Organize and maintain shipping area in warehouse
- Manage all non-retail supplies for Gift Store and mail order
- Balance and approve Canada Post and Shopify manifest invoices
- Develop and maintain all shipping training material and train sales floor staff for in-store shipping
- Consistently look to improve systems, procedures for present and the future
- Provide assistance when needed on sales floor and warehouse along with other duties as required by the needs of the business
- Take ownership of daily business and administrative duties
- Assist visitors with product selection, order placement, returns, shipping and problem resolutions

Successful candidates will possess the following qualifications and demonstrated attributes:

- Communicate with consistent, positive and enthusiastic attitude
- Proficient in MS Word, Excel, Outlook and image editing
- Experience in managing Shopify or other E-commerce platforms and digital product inventory
- The ability and desire to offer service beyond visitor expectations
- Excellent written and verbal communication skills
- The ability to remain calm and professional in a fast paced, frequently changing environment
- Initiative to take on new challenges and learn new skills
- Exhibit self-confidence, integrity and professionalism
- Ability to build working relationships, visitor service relationships, and work as part of a team.
- Experience working in an open office environment, and knowledge of retail business, and e-commerce best practices
- Self-motivated, takes initiative and able to work without direct supervision
- Pleasant and professional telephone manner

The successful candidate can look forward to:

A full-time, 40 hours per week, year-round position, commencing at a mutual agreeable date. The position works primarily Monday-Friday. Some evenings and weekend work may be required to react to the needs of the business. Starting from \$26.16 per hour. Remuneration will commensurate with the level of responsibility and qualifications of the successful candidate.

The position offers a benefits package, a RRSP matching program, 3 weeks' vacation (*plus an additional 2 weeks paid staff holiday during The Gardens closure each year*), following a six-month probationary period.

If you are interested in joining the Seed and Gift Store team, please submit your resume and cover letter by Sunday, June 8, 2025, to: The Human Resources Department, The Butchart Gardens Ltd. 800 Benvenuto Avenue, Brentwood Bay BC, V8M 1J8 or email hr@butchartgardens.com or Fax: 250-544-4455

We sincerely thank all those who apply, however only those shortlisted will be contacted.