

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

DEPARTMENT: PUBLIC RELATIONS
POSITION: GROUPS & FOOD SERVICES COORDINATOR

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:

- Work with Food Services, Accounts, Visitor Services, and PR Groups departments to ensure all relevant group food services bookings are running according to procedures, and group's satisfaction exceeds expectations
- Review, update, and ensure accuracy of Food Service Groups Reports for each restaurant venue, and Galaxy Admissions Reports on an ongoing basis
- Working with tour companies, oversee the coordination of all group food series bookings. Ensure accurate pricing, invoicing and payment is received. Work with Groups representatives on day-to-day aspects of the series
- Review incoming food service requests and work with Food Service staff and PR Manager/Director to maximize opportunity and revenue for groups within Food Service venues. Work with Sales & Events Specialist and Groups representatives to ensure all food service requests are considered and accommodated within the scope of available space
- Ensure any visitor/tour operator concerns in terms of dietary needs, last minute changes and/or delays are communicated with Food Services and ensure groups are met/escorted when at The Gardens
- Oversee food service details, coordinating with shore excursion providers and checking for availability, liaising with Food Services team
- Work with PR team to ensure all PR requests for Galaxy are implemented accurately and consistently
- Attend weekly/bi-weekly meetings with Food Services team discussing concerns, planning, pricing, menus, etc.
- Provide support and training to Group/PR team for (but not limited to) Access, Galaxy, and POS systems
- Represent The Butchart Gardens on property with travel agents, industry professionals and special groups
- Greet and accompany familiarization tours and site inspections
- Additional duties as required

REQUIREMENTS:

- A positive, outgoing, friendly personality with an ability and willingness to work independently and as part of a team
- 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
- Proficient 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
- Professional work attire
- Evening and weekend work is required

WORK SEASON:

This is a full-time, 40 hours per week, year-round position. Shifts will vary, but are primarily Monday – Friday. Some weekend and evening work is required. Remuneration will be 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 Public Relations team, submit a resume and cover letter by Thursday, June 5, 2025 to the Human Resources department, The Butchart Gardens Ltd., 800 Benvenuto Ave. Brentwood Bay, BC V8M 1J8, hr@butchartgardens.com, 250-652-4422, fax 250-544-4455.

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