

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

DEPARTMENT: SEED & GIFT STORE
POSITION: RETAIL SUPERVISOR LEVEL 2

At The Seed and Gift Store we believe a great team is made up of a diverse group of people with a variety of experiences, styles and talents. We are seeking a motivated leader, willing to learn and bring new ideas to our growing and evolving supervisor team.

Through the year, supervisor level 2 is responsible for but not limited to:

- As a role model, demonstrate a high level of sales and visitor service and ensure staff provide the best shopping experience for each visitor
- Ability to train and coach new and existing staff on all aspects of their job requirements
- Coordinate daily operations of the gift store and artisan gallery, providing daily work plans for all retail staff members
- Proactively ensure your team has knowledge of all products, display, filling guidelines and merchandise information
- Ensure a positive work environment by providing and documenting daily staff performance feedback; keep management informed about staff performance and maintain confidentiality
- Conduct shift meetings to communicate changes, updates, motivate sales team and provide daily work plan
- Produce, document and conduct seasonal performance reviews and lead performance development meetings with staff
- Accurately record breaks, employee attendance and working hours
- Assist cashiers with all types of cash procedures by possessing excellent abilities with cash handling, credit cards, gift cards, shipping and navigating POS computer systems
- Receive and provide feedback in a constructive and professional way
- Handle minor conflicts and resolve problems constructively in person, via email and telephone

To begin your supervisor role with us, you'll have:

- Preferably 2-3 years in a retail environment with leadership experience
- Strong communication and interpersonal skills including listening, information gathering and coaching
- Basic computer skills such as browser navigation and familiarity with Microsoft programs
- Ability to stand for long periods of time, bend, stretch, push, pull, carry items short distances and engage in repetitive motions
- Ability to lift 20 pounds, climb ladder and use step stool
- Ability to operate effectively and professionally under frequent changing visitor pattern/volumes

This is a full-time, year-round position with a 6-month probationary period, including both day/night shifts, weekend work, plus occasional overtime. The position offers competitive wages starting at \$26.66/hour, benefit package, 3 weeks' vacation, **(plus an additional 2 weeks paid staff holiday during The Gardens closure each year)**, RRSP matching program, growth potential, free parking, and company discounts following a successful 6-month probationary period. Remuneration will commensurate with the level of responsibility and qualifications of the successful candidate. The position will commence at a mutually agreed upon date.

If you are interested in joining the Seed and Gift Store team, please submit your resume and cover letter to: The Human Resources Department by 4pm Monday, February 3, 2025, care of: 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.
Please note all candidates must have a valid work permit or be legally eligible to work in Canada.***