

Date posted: July 21, 2025

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

DEPARTMENT: SEED & GIFT STORE
POSITION: RETAIL SUPERVISOR LEVEL 1

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.

Throughout the season the Supervisor Level 1 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
- Assist in training, coaching, organizing and delegating the work of staff
- 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
- Assist in conducting shift meetings to communicate changes, updates, motivate sales team and provide daily work plan
- 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
- Assist in managing staff to ensure optimal service levels on the retail floor at all times to the needs of the business
- 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 1-2 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

The successful candidate can look forward to:

This is a seasonal position, offering 35-40 hours per week from March to the end of October. During winter months, from November to the end of January, 24-35 hours per week. This position includes shift work, weekend work and occasional overtime and will commence at a mutually agreed upon date. Starting from \$22.50. Remuneration will commensurate with this level of responsibility and qualifications of the applicant.

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, August 4, 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 short listed will be contacted.