

Date posted: September 12, 2025

**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 or regulation changes and resolving 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
- Have an eye for design and presentation to assist with staging product for photography and uploading photos for the online 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
- Provide assistance when needed on sales floor and warehouse along with other duties as required by the needs of the business
- Assist visitors with product selection, order placement, returns, shipping and problem resolutions

**Successful candidates will possess the following qualifications and demonstrated attributes:**

- Proficient in MS Word, Excel, Outlook and image editing
- Ability to stand for extended periods, traversing stairs, and lifting objects of 40 pounds or less
- Manual dexterity for repetitive tasks such cutting, folding, or packaging
- Experience in managing Shopify or other e-commerce platforms and digital product inventory
- 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
- Demonstrates effective communication over the phone to guide customers through the ordering process

**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 September 29<sup>th</sup>, 2025, to: The Human Resources Department, The Butchart Gardens Ltd. 800 Benvenuto Avenue, Brentwood Bay BC, V8M 1J8 or email [hr@butchartgardens.com](mailto:hr@butchartgardens.com) or Fax: 250-544-4455. **Interviews for the shortlisted candidates will be held in mid-October.**

***We sincerely thank all those who apply, however, only those short-listed will be contacted.  
Please note all candidates must be legally eligible to work in Canada***