

Date posted: November 27, 2025

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

We are looking for a creative and motivated individual to maintain, improve our mail order and e-commerce shopping or online shopping services.

The successful candidate will be required to:

- Be responsible for building positive interactions with visitors by responding to all incoming orders, phone, email and letter enquires
- Process all orders for guaranteed safe delivery, including picking and packing
- Research and determine shipping procedures and charges for all Gift Store and artisan gallery products
- Liaise with couriers and Canada Post regarding rate or regulation changes and resolving lost and / or damaged items
- Balance and approve Canada Post and Shopify manifest invoices
- Organize and maintain current documentation, including manuals, forms, information for customs, duty, regulations and exports
- Liaise with other departments to 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
- Collaborate with Seed and Gift Store director and Public Relations to coordinate company seasonal newsletter including photos and written content
- Manage all non-retail supplies or packing materials for Gift Store and mail order
- Develop and maintain all shipping training material including manuals and train sales floor staff for in-store shipping
- Assist visitors with product selection, order placement, returns, shipping and problem resolutions
- Provide assistance when needed on sales floor and warehouse along with other duties as required by the needs of the business

Successful candidates will possess the following qualifications and demonstrated attributes:

- Communicate with consistent, positive and enthusiastic attitude
- Experience in managing Shopify or other e-commerce platforms and digital product inventory
- Proficient in MS Word, Excel, Outlook and image editing
- Demonstrates effective communication over the phone to guide customers through the ordering process
- Flexibility with frequently changing workloads and able to work without daily direct supervision
- Strong time management, attention to detail and organizational skills needed in order to maintain various stages of customers purchases
- Experience working in an open office environment, and knowledge of retail business, and e-commerce best practices
- 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
- 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

The successful candidate can look forward to:

A full-time, 40 hours per week, year-round position, commencing in early February. This 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 Wednesday December 3rd, 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 short-listed will be contacted.
Please note all candidates must be legally eligible to work in Canada