

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

DEPARTMENT: VISITOR SERVICES

POSITION: TOUR BOAT OPERATOR

Visitor Services is a diverse front-line department that is responsible for delivering exceptional service to the visitors and staff of The Butchart Gardens. Tour Boat Operators shall provide passengers with an entertaining, 45-minute tour, while ensuring that all safety procedures are being strictly followed. Each tour will have a maximum of 12 passengers and will explore Tod Inlet and the Brentwood Bay shoreline from the Brentwood Bay Ferry terminal back to Butchart Cove.

Successful candidates will be required to:

- be 19 years of age or older
- take training for the required certificates: **Small Vessel Operator Proficiency course, Small Domestic Vessel Basic Safety Certificate (formerly MED A3), Restricted Operator Certificate for Maritime Radio and Marine Basic First Aid & CPR C.**
- safely operate a 22-foot electric tour boat with passengers
- encourage sales by speaking to Gardens visitors and encouraging them to go on a tour
- assist with boarding and disembarking passengers
- operate the boat professionally and in a safe manner
- operate around other boats and floatplanes
- provide proper care and maintenance of equipment, referring repairs to the Maintenance department as necessary
- keep the boat clean and organized
- monitor the trim and balance and make adjustments
- learn to use the Galaxy POS admissions system
- be comfortable on the water and able to swim
- physically assist passengers with embarking/disembarking from dock
- sign a contract promising to provide a full season of service following the training
- work partial shifts in our Information Centre
- work occasionally as a Visitor Services Wharf Attendant

Successful candidates will possess the following qualifications and demonstrated attributes:

- ability to communicate in an entertaining, knowledgeable and enjoyable manner, answer passenger questions – be aware of the historical and environmental details (waters, plants, animals etc.) concerning The Butchart Gardens and the local area and waterways
- maintain an outwardly consistent, positive and enthusiastic attitude that is demonstrated in friendly and energetic body language and facial expressions
- a demonstrated excellent understanding of how to provide exceptional visitor service
- a thorough knowledge of The Gardens and the services we provide
- excellent verbal communication skills
- the ability to remain calm and professional under frequently changing and stressful circumstances
- consistently utilize a safety checklist

This job offers part time or full-time work from late May until September 15. It includes both shift and weekend work plus occasional overtime. We offer competitive wages up to \$30.14 per hour depending on experience and qualifications.

Further information and copies of this posting are available from a Visitor Services Manager or Human Resources. Please submit a cover letter and resume (addressed to the Director of Visitor Services) to Human Resources. By mail: 800 Benvenuto Ave., Brentwood Bay, V8M 1J8, fax: 250-544-4455 or email: hr@butchartgardens.com. Posting closes February 28, 2026.

We sincerely thank all applicants, however, only short-listed candidates will be contacted.