

Date posted: February 17, 2026

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

DEPARTMENT: THE BLUE POPPY RESTAURANT
POSITION: GELATERIA SUPERVISOR

The Butchart Gardens is looking for a candidate to fill the position of Gelateria Supervisor. The successful candidate, working with the management of The Blue Poppy Restaurant, will be expected to coordinate and supervise staff to complete a broad range of assignments and to coach and lead all staff in their service to visitors.

The successful candidate will be required to:

- Lead by example and provide excellent service to our visitors
- Coordinate the daily operation of The Gelateria
- Participate in planning and prioritizing both long- and short-term goals of the department
- Provide leadership, motivation, and direction to all staff members in the department
- Help to create an enjoyable and productive work atmosphere for all staff in the department
- Be open to change and able to communicate new ideas effectively
- Participate in staff performance evaluations; provide and document daily performance feedback
- Meet daily and monthly labour cost goals
- Assist with daily, weekly and monthly inventory of department
- Assist with monthly departmental safety inspections
- Ensure adherence to The Butchart Gardens policies and procedures
- Provide support and assistance to The Blue Poppy and Poppy Seed as required

Successful candidate will possess the following qualifications and demonstrated attributes:

- An excellent understanding of how to provide exceptional customer service and a desire to constantly seek to improve our service to the visitors
- A proven ability to lead, empower, motivate and train staff through a caring and helpful approach
- A strong work ethic and an excellent past performance record in all areas
- An ability to operate effectively and professionally under frequently changing and challenging circumstances
- Problem solving and organizational skills
- Previous customer service experience, preferably in a front-line, fast paced restaurant environment
- Excellent communication skills, both verbal and written
- Previous supervisory experience is a definite asset
- A broad knowledge about The Gardens and the services provided
- Basic computer skills are an asset
- Successful completion of Food Safe Level 1

This is a seasonal position offering approximately 30 hours per week April 1- May 31, increasing to 40 hours per week in June. This position includes shift work, weekend work and occasional overtime. Remuneration will be commensurate with the level of responsibility of the position and the qualifications of the candidate.

Please submit a cover letter and resume to Human Resources, The Butchart Gardens, 800 Benvenuto Ave, Victoria, B.C. V8M 1J8 or fax: 250-544-4455 or e-mail: hr@butchartgardens.com

Applications will be accepted until 5pm February 26, 2026; a short-listing and interview process will follow.

We sincerely thank all those who apply, however, only those short-listed will be contacted.