

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

DEPARTMENT: VISITOR SERVICES
POSITION: DEPARTMENT SUPERVISOR

DEPT. SUPERVISORS WHO ARE NOT WORKING FULL TIME YEAR-ROUND, ARE REQUIRED TO WORK FULL TIME FROM JULY 1ST THROUGH THE LABOUR DAY WEEKEND. PLEASE DO NOT APPLY IF YOU REQUIRE TIME OFF IN THE SUMMER.

Visitor Services is a busy front-line service department, and we are looking for leaders to provide supervision for a large and diverse group of staff. The successful candidates will report to the Senior Department Supervisor and Management Team of Visitor Services and will be expected to coordinate and supervise staff to complete a broad range of assignments.

The many areas of responsibility to be overseen within the department include:

- admissions processing & turnstile operation
- information services
- internal communication (Control)
- visitor and traffic direction
- grounds cleanup and minor maintenance
- security and First Aid services
- Custodial Services

Successful candidates will possess the following qualifications and demonstrated attributes:

- based on a minimum three months supervisory experience at an Area Supervisor level, an appropriate combination of experience and demonstrated excellent performance within Visitor Services
- the demonstrated ability and desire to lead, train and communicate with staff
- a thorough understanding of how to provide exceptional visitor service
- the ability to develop and implement improved operating procedures
- well-developed problem solving and organizational skills
- excellent written and verbal communication skills
- a broad knowledge about the Gardens and the services we provide
- a demonstrated commitment to team work and professional conduct

The successful candidate will be required to:

- be 19 years of age or older
- possess a valid class 5 BC Driver's license
- by example, in every facet of Visitor Services, lead staff to provide service that is consistently friendly and is of exceptional quality
- provide leadership and motivation to all staff to ensure company standards through fair supervision
- work within an established labour budget to coordinate the daily staff schedule to balance both long and short term service goals
- continuously strive to find efficient, improved ways of providing higher levels of service
- participate in planning and prioritizing both long and short range goals for the department
- provide and document daily performance feedback and, when appropriate, lead performance development meetings with staff members while maintaining necessary levels of confidentiality
- compile and deliver annual performance reviews
- coordinate work related to special projects to achieve specific goals
- coordinate emergency responses and oversee First Aid scenes
- Successful candidates will be required to successfully complete, at company expense, an Occupational Level III First Aid course and exam and provide First Aid coverage to visitors and staff
- respond to and provide First Aid treatment to both visitors and staff
- participate in documenting and investigating accidents
- clean up biohazardous spills
- ensure a consistently safe environment for visitors and staff

*In addition to the above requirements and qualifications, The First Aid Attendant Team is expected to provide First Aid treatments to staff and visitors. Attendants will be expected to collaboratively approach challenges related to procedural improvement as well as First Aid provision and follow-up.

This is a seasonal position, up to 40 hours per week from early Spring through the Labour Day weekend that includes both shift and weekend work plus occasional overtime. These positions do have the potential to become full-time annual positions depending upon the VS Department's needs from early Fall to late Spring. We are in the process of determining how many departmental supervisors we need for this summer and we will compile an eligibility list from the short-list of interviewed candidates. As positions become available they will be filled with available candidates from the eligibility list. As of now, we are anticipating training to occur in March, April, May and June with all training completed and candidates in place by June 15th. If other positions become available before September 1st we will draw from the list of eligible candidates identified by this competition. Please note that supervisors are expected to work Firework Saturdays.

Further information and copies of this posting are available from a Visitor Services Manager or Human Resources. Please submit a cover letter (addressed to the Director of Visitor Services) to Human Resources **by 4:30pm on March 16th, 2026**. Email: hr@butchartgardens.com