

DEPARTMENT: PUBLIC RELATIONS
POSITION: GROUPS & FOOD SERVICES COORDINATOR

The Public Relations Department is dedicated to delivering exceptional customer service to both our visitors and internal departments, while actively promoting The Butchart Gardens across a wide range of markets including tour & leisure groups, cruise passengers and industry partners.

The Group & Food Services Coordinator role is a key extension of this work, with a primary focus on supporting food services bookings for tour operators, industry partners, and group visitors. This position collaborates closely with the Public Relations and Food Services teams and works to ensure a seamless, positive, and memorable experience for every guest.

DUTIES:

- Work with Food Services Department, Accounts, Visitor Services, and PR Groups department to ensure all relevant group food services bookings are running according to procedures and groups' satisfaction meets or exceeds expectations
- Review, update, and ensure accuracy of FS Groups Reports for each restaurant venue, and Galaxy Admissions Reports on an ongoing basis
- Oversee coordination of all group food series bookings, working with tour companies. Ensure accurate pricing, invoicing and payment is received. Work with Groups Representatives on day-to-day aspects of the series
- Review incoming FS requests and work with FS staff and PR Manager/Director to maximize opportunity and revenue for groups within FS venues. Work with Sales & Events Specialist and Groups Representatives to ensure all food service requests are considered and accommodated within the scope of available space
- Ensure any visitor/tour operator concerns in terms of dietary needs, last minute changes and/or delays are communicated with FS and ensure groups are met/escorted when at The Gardens
- Oversee food service components, coordinating with cruise ship shore excursion providers and checking for availability, liaising with Food Services team
- Work with PR team to ensure all PR requests for Galaxy are implemented accurately and consistently
- Liaise with Accounts on Food Services contracts and invoicing
- Weekly/bi-weekly meetings with FS team discussing concerns, planning, pricing, menus, etc
- Provide support and training to Group/PR team for (but not limited to) Access, Galaxy, and POS systems
- Represent The Butchart Gardens on property to travel agents, industry professionals and special groups
- Greet and accompany FAM tours and site inspections
- Other duties as required

REQUIREMENTS:

- A positive, outgoing, friendly personality with a willingness to work as part of a team as well as independently
- Excellent communication skills and ability to conduct oneself in a patient, polite and professional manner
- Experience working with tour operators, tour and travel companies and in food services or hospitality industry
- Post-graduate degree in business, tourism or marketing preferred
- Experience serving individuals and groups confidently and professionally both in person and on the phone
- Proficient computer and typing skills (including Microsoft 360 office suite)
- Ability to perform and thrive in a busy environment under pressure; must be organized and able to multi task
- Ability to represent The Butchart Gardens in a professional manner
- Strong attention to detail skills and an understanding of its importance
- Class 5 Drivers Licence is an asset
- Professional work attire
- Evenings and weekends work required

WORK SEASON:

This is a full-time, year-round position with a 6-month probationary period. The ideal candidate would be available to start mid-October. Shifts will vary depending on the time of year: during fall and early spring shifts are primarily Monday to Friday in the daytime, during late spring, summer and our Christmas season, early morning shifts, evening and weekend work with occasional overtime will be required. Wages starting from \$30.73 per hour and remuneration will be commiserate with the level of responsibility and qualifications of the successful candidate. Upon completion of a successful probationary period, this position offers a health and dental benefits package, Health Care Spending Account, matching RRSP program, and 3 weeks paid vacation (*plus an additional 2 weeks paid staff holiday during The Gardens January / February closure each year.*)

If you are interested in joining the Public Relations team, submit a resume and cover letter to Human Resources by September 20th 2026. **The Butchart Gardens Ltd., 800 Benvenuto Ave. Brentwood Bay, BC V8M 1J8** hr@butchartgardens.com, 250-652-4422, fax 250-544-4455.

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