

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

DEPARTMENT: VISITOR SERVICES

POSITION: Staff Level 1

Visitor Services is a diverse front-line department that is responsible for delivering exceptional service to the visitors and staff of The Butchart Gardens. We are seeking enthusiastic and safety conscious individuals to join our team for the Magic of Christmas season. Our staff are responsible for traffic control, general gardens cleanliness, and providing assistance and information to our visitors. This position requires constant interactions with the public, standing and walking, and the ability to enforce safety guidelines.

DUTIES:

- Interact almost constantly with visitors in a wide variety of service situations
- Direct all vehicle and pedestrian traffic to appropriate areas
- Frequently pick up rounds of litter/recycling, and empty garbage cans throughout The Gardens
- Respond to visitor enquiries by providing information about The Gardens including history, facilities, and services
- Provide information to visitors about attractions, services, transportation options, accommodations, and directions
- Complete varied cleaning tasks, including signs, garbage cans, benches, pushcarts, wheelchairs, company vehicles, etc.
- Ensure the safety and enjoyment of all visitors by supporting our house rules and garden etiquette in a confident and service-oriented manner
- Other duties as required by the Visitor Services department

REQUIREMENTS:

- Comfortable working outside in all types of weather and in the dark
- Heavy lifting and long periods of standing and/or walking are a daily part of this role
- Available to work evening shifts, weekends, holidays, and occasional overtime
- Approachable, outgoing, with excellent customer service skills
- Reliably attend all scheduled shifts in a punctual manner
- Willing to adhere to established appearance policies

This seasonal position offers 30-40 hours per week from early/mid November 2026 – January 6, 2027, with the potential to return in the spring of 2027. Shift times will primarily fall between 1:30pm-10:30pm. Weekday, weekend, and holiday availability are required. Wage starting from \$20.70 per hour.

If you are interested in joining our Visitor Services team, please submit a cover letter and resume to: The Human Resource department care of: The Butchart Gardens Ltd., 800 Benvenuto Ave. Brentwood Bay, BC V8M 1J8 or email hr@butchartgardens.com, or fax 250-544-4455. Applications will be accepted until the suitable candidates are found.

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.