



**VAN ISLE  
MARINA**

family owned & operated since 1955

<b>Job Title:</b> Yacht Detailing Crew	<b>Location:</b> Sidney, BC
<b>Contact:</b> Cara Triconi	<b>Employment Status:</b> Full-Time Permanent
<b>Posting Expires:</b> October 27, 2017	<b>Start Date:</b> Immediate

## **Business Overview**

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Van Isle Marina is one of the largest full-service marinas in the Pacific Northwest located in Sidney, British Columbia. Family owned and operated since 1955, we are committed to providing excellence and value in every marina experience. Our services are designed to enhance the relaxation and fun of our guests' boating lifestyle and to leave them free to enjoy cruising the coast.

## **Position Overview**

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Yacht Detailing Crew enjoy working outside and throughout the marina on many different yachts. The emphasis for this position is delivering exceptional yacht detailing and guest service that encourages repeat business and continued satisfaction. With impeccable attention to detail and professional technique, the crew member knowledgeably fulfills guest needs. Reporting to the Yacht Park Manager, the crew member is required to work alone and as part of a team.

## **Accountabilities**

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### *Self Leadership*

- Arrive to work on time and in uniform
- Plan, prepare and report on day-to-day activity
- Take pride in work quality, workspace organization and personal appearance
- Participate in training and development
- Participate in performance management process

### *Department Operations*

- Provide immaculate yacht cleaning and detailing services
- Observe department operating procedures and cost control measures
- Deliver exceptional guest service that encourages repeat business and continued satisfaction
- Aid crew members in other departments when required

### *Health & Safety*

- Work safety is a priority at all facilities and worksites
- Operate in accordance with legislation, regulations and company policies
- Participate in safety drills and exercises
- Respond appropriately to emergencies

### *Supports*

- Work co-operatively with team members and managers
- Communicate through company intranet
- Meet regularly with manager

### **Skills/Qualifications**

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- Detailing experience preferred
- Great attention to detail
- Organizational skills
- Ability to work independently or as part of a team
- Pleasure Craft Operators Card an asset
- Schedule: Monday - Friday, 8:00am-4:30pm

The Marina purpose, values and vision should be used as a tool to align decision making within the Company. These statements also provide a clear direction of where we are going and how we get there, as individuals and as a company. The performance management process is directly related to this standard presented in the statements below.

### **Purpose**

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Excellence and Value in every Marina Experience

### **Values**

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- Engaged relationships with integrity
- Stakeholders achieving effective and intentional results
- Active partners in our natural and social community

### **Vision**

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The premier marina in the Pacific Northwest, founded on everlasting values, with a reputation for unparalleled personal service experiences.

## Standards for Excellence and Value

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- Choosing an enthusiastic attitude and approach
- Observing the uniform and maintaining a professional appearance
- Engaging every guest with an appropriate greeting at eye level and a smile within a reasonable distance
- Actively searching for ways to address the guest by their last name
- Ensuring the guest is always an immediate priority
- Never leaving a guest's inquiry unanswered. In an efficient and professional manner ensuring the guest is introduced to the next marina representative who does have the answer
- Being knowledgeable about all marina services and being able to make service recommendations to guests
- Always thanking every guest for their business
- Applying marina branding that is consistent with our marketing plan to all communications: electronic, letters, phone, emails, fax sheet, etc
- Guaranteeing the facility is well maintained, pristine and formal
- Following through with our commitments

*Only short-listed applicants will be contacted. Thank you.*