



**VAN ISLE  
MARINA**

family owned & operated since 1955

## Position

Account Administrator, Full-time, Permanent

- Start date: Immediate
- Location: Sidney, BC
- Contact: Cara Triconi

## Business Overview

Van Isle Marina is one of the largest full-service marinas in 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

The Account Administrator is a multifaceted role that supports the accounting department with billing, quality assurance, and other routine bookkeeping tasks. The administrator handles multiple responsibilities; scheduled and time sensitive. Meticulous attention to detail, the ability to take direction, and strong organizational skills are required to effectively support the department. The Administrator observes the Marina's Standards for Excellence and Value to support excellent marina guest experiences. This position reports to the Corporate Controller.

## Employment at Van Isle Marina

Join an engaged crew of 35+ colleagues committed to providing an exceptional guest experience.

- Rewarding position
- Fun and friendly waterfront office
- Above-average salary
- Employer-matched pension plan
- Extended health and dental package
- Personalized training and development

## Skills/Qualifications

- Exceptional attention to detail
- Organization skills in a fast-paced environment
- Work independently and as part of a team
- Mastery of Microsoft Office, including SharePoint
- Strong computer literacy required
- Certificate in Business Administration preferred
- Basic accounting experience an asset
- QuickBooks experience a plus
- Experience working with commercial leases valued

## Accountabilities

### Self-Leadership

- Arrive to work on time
- Professional manner
- Take pride in work quality, workspace organization, and personal appearance
- Follow through and report on day-to-day activities
- Participate in training and development
- Participate in the performance management process

### Department Operations

- Support moorage & storage billing
- Maintain guest files
- Commercial lease billing and reconciliation
- Aid in fuel inventory administration
- Execute electrical and Facility & Maintenance work order billing
- Back up routine accounting tasks
- Use Custom Marina Software, Microsoft Office, QuickBooks, and other office equipment
- Support IT via SharePoint administration

### Health & Safety

- Operate in accordance with legislation, regulations, and company policies
- Participate in safety drills and exercises
- Respond appropriately to emergencies

### Supports

- Work co-operatively with crew members and managers
- Communicate through company intranet (SharePoint site)

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

Excellence and Value in every Marina Experience

## Values

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

## Vision

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

## Standards for Excellence and Value

- 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.