



## Fuel Dock Crew – Seasonal

### About Us

Family owned and operated since 1955; Van Isle Marina is one of British Columbia's largest full-service marinas. We pride ourselves on fostering engaged relationships rooted in integrity, supporting our community, and delivering excellence and value in every marina experience. Our vision is to enable relaxation and enjoyment of the boating lifestyle for all our guests, with a reputation for unparalleled, personalized service.

### The Position

As a member of the Fuel Dock Crew, you will be the first point of contact welcoming and engaging marina guests arriving by boat. This hands-on, fast-paced role requires both independence and teamwork while selling fuel, coordinating nightly moorage, and establishing relationships that encourage repeat business. Reporting to the Fuel Dock Supervisor, you will deliver efficient service while maintaining cleanliness, organization, and professionalism to support exceptional guest experiences.

- Season: April 29<sup>th</sup> – September 7<sup>th</sup>, 2026
- Location: Sidney, BC
- Wage: \$22 per hour
- Contact: Cara Dickinson, Human Resources

### What We Offer

- Fun and friendly on-the-water workplace
- Above-average compensation
- Personalized training and development
- Parking, lockers, and breakroom with fridge & microwave
- Helly Hansen uniforms
- Crew summer celebrations

### Your Qualifications

- Enthusiastic, confident, and outgoing attitude
- Excellent communication skills: face to face, telephone, and radio
- Demonstrate customer service skills
- Organizational skills in a fast-paced environment
- Work independently and as part of a team
- Boating experience, PCOC & Basic First Aid preferred

## Your Responsibilities

### Self-Leadership

- Arrive on time, in uniform, and take pride in your work and workspace
- Follow through on activities and participate in training & development
- Participate in regular feedback and performance check-ins

### Department Operations

- Welcome and engage guests
- Sell fuel and coordinate nightly moorage
- Maintain cleanliness, organization, and inventory of the fuel dock
- Observe operating procedures, cost control measures, and company policies

### Health & Safety

- Operate safely and in compliance with all regulations and company policies
- Participate in safety exercises and respond appropriately to emergencies

### Team Collaboration

- Work cooperatively with crew, supervisors, and managers
- Communicate through Microsoft Teams and meet regularly with your supervisor

## Our Cultural Compass

Van Isle Marina's Cultural Compass emphasizes that every decision and interaction should reflect the organization's purpose, values, and vision. The team is driven by a commitment to delivering excellence and value in every marina experience, guided by core values of integrity, engaged relationships, intentional results, and active community partnership. Our vision is to be the premier marina in the Pacific Northwest, recognized for enduring values and highly personalized service.

### Standards for Excellence

- Choose enthusiasm and a professional approach every day
- Maintain a pristine, formal facility, and a polished appearance
- Greet every guest with eye contact and a smile; address guests by name
- Ensure guests always come first and every inquiry is answered or referred professionally
- Be knowledgeable about all marina services and make helpful recommendations
- Thank every guest for their business
- Apply consistent marina branding to all communications
- Follow through with all commitments

## Ready to Apply?

If you are eager to join a distinctive, purpose-driven company where culture and values matter, please submit your resume and a brief cover letter to Cara Dickinson, Human Resources. We look forward to meeting individuals who share our passion for excellence and community.