



## Fuel Dock Supervisor

- Start date: Immediate
- Location: Sidney, BC
- Contact: Cara Dickinson, Human Resources

## 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 the boating lifestyle, and to leave customers free to enjoy cruising the coast.

## The Position

The Fuel Dock Supervisor is a multifaceted role which works Monday – Friday, September to April and Tuesday – Saturday, May long weekend until September long weekend. The crew member is responsible to ensure the highest standard of operations, cleanliness and safety of the fuel dock. The Fuel Dock Supervisor observes the Marina's Standards for Excellence and Value to support excellent marina guest experiences. This position reports to the Vice President.

## Employment Advantages

Join an engaged team of 30+ individuals committed to providing an exceptional guest experience.

- Rewarding position
- Fun and friendly oceanside workplace
- Above-average salary
- Paid time off between Christmas & New Years
- Paid sick days
- Paid personal time
- Employer-matched pension plan
- Extended health and dental package
- Employer paid Long Term Disability at five years
- Personalized training and development
- Parking, personal lockers & dedicated breakroom
- Helly Hansen winter & summer uniforms
- Corporate affiliate discounts
- 50% off Marine Services – including moorage

## 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 required
- Pleasure Craft Operators Card a plus

## Accountabilities

### Leadership and Supervision of Crew

- Plan, organize, and structure long-term and day-to-day activity
- Success of all Fuel Dock Crew
- Train, schedule, and evaluate crew
- Participate in performance management
- Take pride in work quality, workspace organization, and personal appearance

### Department Operations

- Follow and lead company policies and procedures
- Profitable department financial performance and operating budget
- Manage inventory of fuel and retail
- Sell fuel, retail goods, and cross sell other marina services
- Sell and coordinate nightly guest moorage
- Support activities for the fuel dock strategic goals
- Complete moorage checks, meter reads, and monitor all vessels
- Foster and build guest relationships

### Health & Safety

- Operate in accordance with legislation, regulations, and company policies
- Daily, weekly, and monthly maintenance of the fuel dock
- Participate in safety exercises
- Respond appropriately to emergencies
- Report suspicious activity in Tsehum Harbour

### Supports

- Work co-operatively with crew members and managers
- Communicate through company intranet
- Communicate and coordinate with office administration

## Cultural Compass

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.