



## Janitor/Facilities & Maintenance Crew

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

## 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

Reporting to the Facilities & Maintenance Manager, the crew member has a hands-on multi-faceted role which requires both working alone and as part of a team. The crew member ensures the highest standard of cleanliness and maintenance of all Marina property and works efficiently and effectively to support excellent marina customer experiences. The emphasis for this position is routine janitorial.

## Employment Advantages

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

- Fun & friendly oceanside workplace
- Above-average salary
- Paid time off between Christmas & New Years
- Paid sick days
- Paid personal time
- Extended health & dental package
- Employer-matched pension plan
- Employer paid Long Term Disability at five years
- Personalized training & development
- Parking, personal lockers & dedicated breakroom - fridge, dishwasher, coffee & tea
- Helly Hansen winter & summer uniforms – onsite washer & dryer
- Corporate affiliate discounts

## Qualifications

- Previous janitorial experience required
- Gardening experience a plus
- Demonstrated customer service skills
- Hands-on multi-tasker, ability to work independently and as part of a team
- Clean driver's license
- Basic computer skills

## Accountabilities

### 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 evaluation process

### Department Operations

- Observe department operating procedures and cost control measures
- Clean, maintain, and organize: properties, grounds, docks, equipment, and inventory
- Schedule: 7am – 3:30pm, Sunday – Thursday

### Health & Safety

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

### Supports

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

## 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.