



**VAN ISLE
MARINA**

family owned & operated since 1955

Position

Fuel Dock Crew, Full-time, Seasonal

- Start date: April 2020, Flexible
- 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

Fuel Dock Crew work on our fuel dock and are the first point of contact to welcome and engage our marina guests arriving by boat. The crew member has a hands-on multi-faceted role which requires both working alone and as part of a team. Fuel Dock Crew work efficiently and effectively to support excellent marina guest experiences. The crew member ensures the highest standard of operations, safety, and cleanliness of the fuel dock. Strong aspects of this role are selling fuel, coordinating nightly moorage, and establishing relationships that encourage repeat business. This position reports to the Fuel Dock Supervisor.

Employment at Van Isle Marina

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

- Rewarding position
- Fun and friendly co-workers
- Waterfront office
- Above-average compensation
- Personalized training

Skills/Qualifications

- Enthusiastic, confident, and outgoing attitude
- Excellent communication skills: face to face, telephone, and radio
- Demonstrate guest service skills
- Organizational skills in a fast-paced environment
- Work independently and as part of a team
- Boating experience an asset
- Pleasure Craft Operators Card a plus

Accountabilities

Self-Leadership

- Arrive to work on time and in uniform
- 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

- Welcome and engage guests
- Sell fuel and coordinate nightly moorage
- Observe department operating procedures and cost control measures
- Clean, maintain, and organize fuel dock property and inventory
- Understand and convey company policies and procedures with diplomacy

Health & Safety

- Provide daily maintenance of the fuel dock
- 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, supervisor, and managers
- Communicate through company intranet
- Meet regularly with Supervisor

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.