



Yacht Park Crew – Trailer Operator

- Start date: Flexible
- 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 Boatyard Trailer Operator works in a busy dryland boat storage and maintenance facility. This specialized position is physically demanding and will require the successful candidate to operate boat lifting and forklift machinery to safely haul and block vessels, and to work on yachts. With an emphasis on safety in the workplace, training will be provided for lifting, pressure washing, and blocking of boats, as well as the maintenance of all equipment. Reporting to the Yacht Park Manager, this position requires an enthusiastic approach to working as part of a team and the ability to work independently on projects as required. Bottom painting, changing zincs, polishing propellers, and ensuring general cleanliness and organization of the yacht park will be other areas of focus.

Employment Advantages

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

- Fun & friendly oceanside workplace
- Excellent compensation package
- Paid time off between Christmas & New Year's
- Paid sick days
- Paid personal time
- Extended health & dental package
- Health & wellness benefits
- Employer-matched pension plan
- Employer paid Long Term Disability after five years
- Personalized training & development - plus an annual education allowance
- Apprenticeship opportunity available - quadrantmarine.com
- Parking, personal lockers & dedicated breakroom - fridge, dishwasher, coffee & tea
- Helly Hansen winter & summer uniforms – onsite washer & dryer
- Corporate affiliate discounts

- 50% off Marine Services – including moorage
- Crew celebrations

Qualifications

- Exceptional hand-eye coordination
- Ability to crouch, crawl & lift 50 lbs
- Strong customer service skills
- Adhere to demanding daily schedule
- Committed attention to detail
- Capable of tracking time & materials
- Valid driver's license
- Previous labourer & power tool experience considered an asset
- Boating experience &/or Marine Service Technician (MST) training an advantage
- Enjoy outside work in all weather conditions
- Schedule: Monday - Friday, 8:00am - 4:30pm

Accountabilities

Self-Leadership

- Arrive to work on time
- Plan, prepare and report on day-to-day activity
- Take pride in work quality, workspace organization, and personal appearance
- Participate in training and development

Department Operations

- Observe department operating procedures and cost control measures
- Deliver exceptional customer service that encourages repeat business and continued satisfaction of Van Isle Marina customers
- Aid crew in other departments when required

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 supervisors 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.