



**VAN ISLE
MARINA**

family owned & operated since 1955

Marina Services Administrator

- 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 Marina Services Administrator works at our front desk and helps represent each department: Moorage, Yacht Sales, Yacht Park, Facilities & Maintenance, and Fuel Dock. Specifically, the role completes administrative functions and routine tasks, and provides operational back-up for department coordinators. This role also supports the Marina Services Representative and provides unparalleled personal service experiences to Marina customers. With an enthusiastic and professional approach, the administrator responds to guest inquiries knowledgeably and accommodates a wide variety of guest requests as a concierge service. This position reports to the Moorage Coordinator.

Employment Advantages

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

- Excellent compensation package
- Extended health and dental package
- Employer-matched pension plan
- Health and wellness benefits
- Education allowance and personalized development
- Paid time off between the Christmas and New Year holidays
- Parking provided
- Crew celebrations
- Fun and friendly water-front office
- Paid personal time
- Paid sick days
- Corporate affiliate discounts
- 50% off marina services including moorage
- Employer paid long term disability after 5 years

Qualifications

- Enthusiastic, confident, and outgoing attitude
- Organizational skills in a fast-paced environment
- Great attention to detail
- Proficiency in Microsoft Office
- 2 years minimum administrative experience or business administration diploma
- Excellent communication skills: face to face, written, and telephone
- Hospitality experience an advantage
- Boating experience an asset

Accountabilities

Self-Leadership

- Arrive to work on time
- 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
- Administrative support for Facilities & Maintenance, Yacht Park and Fuel Dock
- Back-up for Moorage, Yacht Park and Yacht Sales
- Support selling marina services
- Understand and convey company policies and procedures with diplomacy
- Provide concierge services
- Use Marina Software, Microsoft Office, and other office equipment to perform duties
- Oversee reception area flow
- Uphold organization of reception area, front desk, receiving, and copy rooms
- Monday – Friday: 8:00am-4:30pm; Summer Season: Sunday – Thursday: 8:00am-4:30pm

Health & Safety

- Provide daily maintenance of the reception area, front desk, receiving, and copy room
- 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
- Provide administration support throughout marina office

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.