



## Marina Services Representative

- Start date: February 1, 2024
- 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 Representative works at our front desk and is the first point of contact to welcome and engage our marina guests. This is an integral role at the Marina that provides unparalleled personal service experiences. With an enthusiastic and professional approach, the representative knowledgeably answers guest inquiries. The position works in combination with each department: Moorage, Yacht Sales, Yacht Park, Facilities & Maintenance, and Fuel Dock. Strong aspects of this role are supporting the sale of marina services, relaying communications, and establishing relationships. The Marina Services Representative also has the responsibility to accommodate a wide variety of guest requests as a concierge service. This contract position reports to the Vice President.

## 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
- Great attention to detail
- Excellent communication skills: face to face, written, and telephone
- Organizational skills in a fast-paced environment
- 2 years minimum relevant hospitality/administration experience or hospitality/business administration diploma
- Microsoft Office
- Boating experience an asset

## 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
- Support selling marina services
- Understand and convey company policies and procedures with diplomacy
- Provide concierge services
- Oversee reception area flow
- Use Marina Software, Microsoft Office, and other office equipment to perform duties
- Uphold organization of reception area, front desk, receiving, and copy rooms
- Schedule: 8:00am – 4:30pm, Monday - Friday

### 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 Microsoft Teams
- 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.