

MARINE SERVICE ADVISOR

Sunshine Marina is seeking a Service Advisor to support the Marine Mechanical Department. The role requires a lot of staff and customer interaction that will keep any organized extrovert having fun. The candidate needs to like people, water and sunshine.

Our epic lineup of operations has it all: charter houseboats, zippy motorized and chill non-motorized watercraft, a charming gift shop, a floating restaurant (yes, on the water!), a splash-worthy waterpark, boat moorage, mechanical services, and even a cozy little campground. With so much action, every team member has to bring their A-game, ready to juggle tasks like a pro. The season's short and sweet, which means the learning curve is more like a turbo boost—fast and intense. If adaptability were a superpower, you'd definitely want it here!

Our marina is located on Lake Koochanusa, 100 km from Cranbrook and 70 km from Fernie in beautiful south eastern British Columbia. We pride ourselves on providing a fun environment with amazing customer service. If you love being surrounded by sand, water and a great team of people, join us!

TERMS OF EMPLOYMENT

- Seasonal: Starting late mid-April to September/October for 40 hours per week.
- Hourly Wage: \$20-28 (dependent on experience, training can be provided for speciality areas).
- Must be legally available to work in Canada. We are unable to sponsor any applicants at this time.
- Crew Members are expected to reside on-site during their work week, unless they live nearby. Our accommodation options can be discussed with the interested applicants.

PERKS

- Work hard, play harder, and soak up the stunning scenery—it's like clocking in at vacation every day!
- Affordable Housing: We've got cozy, budget-friendly staff accommodations to make life easier.
- Roles at Sunshine Marina or other departments are up for grabs—great for couples or anyone who loves variety.
- Sweet Staff Discounts: Perks include deals on rentals, fuel, store goodies, and tasty bites at the cantina.
- Waterpark Access: Yep, you can enjoy the waterpark for free during special hours. Splash away!
- We Appreciate You: From parties to special events, we love celebrating our amazing team.

JOB REQUIREMENTS

- Administrative & Customer Service - Provide our customers with a positive service experience
- Technologically Savvy - Experience with Google Suite and ability to learn new Software Programs
- Criminal Record Check
- Valid Driver's License
- Asset: Service Advisor, Coordinator or Management experience
- Asset: Marine Industry Experience
- Asset: Mechanical Terminology: able to understand basic mechanical terms
- Asset: Selling: the ability to promote and sell the services we offer
- Asset: Inventory Experience
- Asset: Boat and RV Parts Knowledge
- Asset: Experience using Quickbooks or other accounts management software

GENERAL DUTIES

- Create and Manage Work Orders – get all pertinent information, include scope of work, ask questions regarding previous maintenance, suggest maintenance ideas, such as tune up.
- Assist in the development and implementation of Service Management Software and or systems. Additional training, assistance and resources can be provided.
- Schedule Appointments for people to bring in their boats. Updating our computer programs and/or service software to stay on track and keep the customer informed on any updates or changes.
- Facilitate brief morning meetings with mechanics to discuss work scheduled for the day. Check in with the service team members as needed to ensure work order completion.
- Order Parts and then Receive inventory: match PO to workorder, put parts away in designated areas.
- Process payments for Work Orders and Parts using our POS. Make sure items are taken out of inventory.
- Ensure that work orders are invoiced and paid for in an accurate and timely manner.
- Track warranty work orders and warranty submissions and ensure they are billed and paid in a timely manner.
- Clearly communicate billing, inventory, warranty, or customer service issues to Management.
- Talk through the services performed on the customer's boat or RV with each customer including other team members as needed.
- Generate additional service work to drive sales and revenue to the service department.
- Answer phones, answer client questions, schedule appointments, look up parts.
- Troubleshooting any customer complaints with the assistance of Management.



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- Assist our Accounting Manager with year end inventory counts.
- Strategically direct boat parking in the parking lot to maximize space and efficiency.
- Maintain a safe and clean work environment.

SOFT SKILLS

- Outgoing and Personable: Naturally engages with others to build strong relationships.
- Effective Communicator: Confident in interacting with people at all levels and in various settings.
- Adaptable: Thrives in dynamic environments, effectively managing changing demands on short notice.
- Highly Organized: Skilled in managing tasks, priorities, and deadlines with efficiency.
- Resilient: Demonstrates ability to navigate high pressure situations and people while maintaining professionalism.
- Punctual: Consistently reliable and respectful of time commitments.
- Positive Attitude: Maintains a "Yes" mindset, fostering collaboration, respect and teamwork.
- Problem-Solver: Proactively identifies and resolves challenges with creative and people-considerate solutions.
- Strong Work Ethic: Dedicated and committed to achieving high-quality outcomes.

Please send your resume/cover letter to employment@sunshinemarina.com telling us why you would be a stellar crew member.