



A division of CRIBCO Limited Partnership

OUR SERVICE IS A TOURIST ATTRACTION

Job Title: Fuel Dock Crew

Location: Campbell River, BC

Salary: TBD

Employment Status: Seasonal Full/Part Time

Start Date: May or June 2017

Deliver resume and cover letter to:

Trevor Fritz, Manager

Fuel dock located directly behind Ocean Pacific Boat yard.

Discovery Harbour Fuel Sales (DHFS)

DHFS is one of the largest full-service fuel facilities in the Pacific Northwest located in Campbell River, BC. We are committed to providing excellence and value in every fuelling experience. Our services are designed to enhance a stress free, safe and fun experience for our guests' boating lifestyle and to leave them free to enjoy cruising the coast.

Position Overview

Fuel Dock Crew works 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 Crews 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, Oil change assistance and establishing relationships that encourage repeat business. This position reports to the Fuel Dock Supervisor.

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 oil products as well as fishing gear
- 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

Skills/Qualifications

- WHMIS Certificate, Training available on site
- 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

The Fuel Dock 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

OUR SERVICE IS A TOURIST ATTRACTION!!!!!!!!!!

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.

