

ADMINISTRATIVE ASSISTANT

Sunshine Marina is seeking an Administrative Assistant to join our fun, hard working team. This role is integral to our operations and plays an important role in many facets of the business. The role requires a lot of customer interaction that will keep any 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!

The marina is located on Lake Kocanusa, 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

- Temporary Full Time 35-40 hours per week
- Starting: May/June to September
- Wage: dependant on experience
- 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. We offer limited staff accommodation on our site for \$100/month, which includes private sleeping cabin rooms (shared with one other person). Those living in staff housing also have access to a shared kitchen, bathrooms, and laundry facilities.

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

- Excellent Communication and Customer Service skills
- Experienced with Google Suite (Gmail, Docs, Sheets, Calendar, Keep)
- Confidence and experience communicating over the phone and email
- Criminal Record Check
- An Asset: Experience using online or digital reservations software as asset (Fareharbor)
- An Asset: Previous Office Experience
- An Asset: POS experience (Square)
- An Asset: Marina and/or Boat knowledge
- An Asset: Social Media and/or Photography experience

DUTIES

- Man the reception office and greet customers on arrival such that their first impression is a great one
- Identify and respond to a multitude of client needs with exceptional client care ideals in mind
- Completing reservations using our online reservation system
- Take payments using our POS (Square)
- Complete rental/charter transactions and provide product pricing and information
- Assist the Accounts Manager with data entry and filing
- Assist with various Marketing tasks
- Prepare Houseboat Orientation forms
- Prepare floats for daily cash drawers and reconcile after the end of day
- Invoice out staff purchases



- Monitor and respond to online chat inquiries (Tidio, Messenger)
- Monitor and respond to client inquiries in person via phone, email and text.
- Send out Waiver reminders
- Prepare weekly Septic pump out lists and invoice accordingly
- Completing and filing paperwork
- Clean and maintain the office
- Order Office Supplies
- Tag new merchandise and deliver to the store
- Help clients load and unload boats using golf carts
- Direct arriving clients to appropriate parking spots
- Count Water/Ice and other supplies, place weekly orders
- Process Liquor License applications for special events
- Assist in the Driftwood Store and other departments when required (training provided)
- Have Fun! We not only provide it, we live it and truly believe fun is an absolute must in life

SOFT SKILLS

- Team-Oriented: Embraces a "Leave no one behind" attitude, always supporting fellow team members.
- 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.
- Punctual: Consistently reliable and respectful of time commitments.
- Positive Attitude: Maintains a "Yes" mindset, fostering collaboration and teamwork.
- Problem-Solver: Proactively identifies and resolves challenges with creative solutions.
- Strong Work Ethic: Dedicated and committed to achieving high-quality outcomes.
- Heat-Ready: Comfortable working in the summer heat and staying cool under pressure.

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