



## **Dock Hand (Full-time)**

As a Dock Hand at Gorge Harbour Marina Resort, you will play a pivotal role in ensuring the smooth operation of our marina. Reporting directly to the Operations Lead, you will be responsible for providing exceptional customer service to all guests arriving at the marina. Your duties will include assisting with boat docking, transporting luggage, maintaining cleanliness, and ensuring overall guest satisfaction. Collaboration with various departments is essential to ensure a seamless experience for our guests.

Nestled on Cortes Island, British Columbia, Gorge Harbour Marina Resort provides premier moorage services for adventurers exploring the Discovery Islands and Desolation Sound. Our resort offers a range of accommodations including Lodge and Cottage options, alongside RV Park, Camping, and Glamping Domes. With onsite amenities such as a Food Truck, General Store, Laundry Facilities, and Automobile Gas services, guests enjoy convenience and comfort throughout their stay. Proudly owned and managed by the Qathen Xwegus Management Corporation (QXMC), a business development corporation of the Klahoose First Nation, we blend exceptional service with cultural stewardship.

### **KEY ACCOUNTABILITIES**

#### **Essential Functions and Responsibilities:**

- Collaborate with team members and report to the Operations Lead to address any issues promptly.
- Find and communicate needs for supplies, equipment maintenance, or other challenges to management.
- Perform maintenance tasks for the marina and support the marina team in serving clients.
- Ensure cleanliness standards are met throughout the marina area.
- Assist dock workers with securing boats, monitoring facilities, and providing customer service.
- Refuel boats and conduct routine maintenance tasks.
- Handle reservations, inquiries, and aid customers in the dock store.

#### **Marina Culture Champion:**

- Foster open communication with other departments and resort guests.
- Participate in professional development activities and performance reviews.
- Adapt easily to change and maintain a calm, polite demeanor.
- Demonstrate exemplary customer service and uphold resort standards.
- Display creativity, innovation, and strong interpersonal skills.
- Actively demonstrating the company's values, mission, code of conduct, policies, procedures, and commitment to sustainability.

#### **Compliance and Safety:**

- Ensure compliance with safety standards and environmental initiatives.
- Participate in emergency protocols and maintain a safe work environment.
- Contribute to the improvement of resort operations and processes.





### **Job Requirements/Qualifications:**

#### **Education and Experience:**

- Basic understanding of marine operations and dock procedures.
- First Aid & AED certificates preferred.
- Experience in hospitality, marine, or outdoor fields beneficial.
- Pleasure Craft Operator's Card (Canadian Boating License) an asset.
- Valid Driver's License an asset.

#### **Skills:**

- Demonstrated customer service experience.
- Proficiency in standard software.
- Strong communication and decision-making skills.
- Ability to work effectively within a team and resolve conflicts.
- Ability to lift items up to 50lbs and work in varying weather conditions.

#### **Working Conditions:**

- Outdoor environment with constant movement.
- Physical tasks including lifting, bending, and handling equipment.
- Exposure to varying temperatures and weather conditions.

#### **Job Application Process:**

To apply for this position, please send your resume and a cover letter detailing your relevant experience to [team@gorgeharbour.com](mailto:team@gorgeharbour.com).

