

# Marina Guest Services

Join our team at Brentwood Bay Resort.

# About us.

**Brentwood Bay Resort** is a luxury boutique property that is unlike any other hotel or resort in the Greater Victoria area. We believe in doing more than serving delicious meals, providing relaxing spa treatments, and welcoming guests to our beautiful oceanfront suites. We believe in providing a truly special guest experience and supporting our team members to discover their unique contribution and empower them to deliver it!

# About the job.

**This Position** supports the Marina by overseeing the daily operations of all paddle sport rentals and moorage guests in the absence of the Marina Operations Manager. The individual in this role knows that it is the small details that elevate our guest's experience from great to extraordinary. They also know to expect the unexpected and can think quickly on their feet while effectively multitasking. The individual in this role understands that safety is at the forefront of every marina adventure to ensure ultimate comfort.

# About you.

- A confident, yet calm demeanor that is supported by a professional and genuine being
- Highly developed time-management skills and the ability to proficiently prioritize
- Effective, efficient, and professional communication skills
- Resourceful decision-making skills paired with a keen sense for attention to detail
- A willingness to learn and to teach interpersonal and technical skills on the job
- Adept computer skills (e.g. Microsoft Office) and previous experience using Opera an asset
- Previous experience in marina operations and/or a rich knowledge of the boating community an asset
- Previous experience in a customer service role required
- Supervisory or managerial experience an asset
- Certified in First Aid and the operation of pleasure crafts (Pleasure Craft Operator Card) or willingness to obtain
- Reliable transportation to get to-and-from Brentwood Bay
- The ability to perform physical work, stand/walk for long periods of time and lift 50 lbs

# What we offer.

- A competitive hourly rate
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, and accidental death and dismemberment insurance
- **Employee discounts that include:**
  - *50% off at the Brentwood Bay Pub*
  - *50% off at the Arbutus Room*
  - *50% off Spa Treatments at the Brentwood Bay Spa*
  - *FREE paddle sport rentals at the Brentwood Bay Marina*
  - *Friends and Family discounts on hotel rooms*
- Employee referral program (cash bonus for successful candidates)
- Personal and professional development opportunities
- A beautiful location and work setting
- A team that is focused on mindfulness in work and life
- A place you actually want to come to work

# How to apply?

Please send your cover letter and resume to Josh Norman, Human Resources Manager at [hr@brentwoodbayresort.com](mailto:hr@brentwoodbayresort.com). Let us know what position you are applying for by using "Marina Guest Services" as the subject line.