



Guest Services & Retail Associate

Sunshine Marina is seeking Guest Services / Retail Associates 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!

Our 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

- Job is Temporary Full Time 35-40 hours per week
- Starting: late June to September (or end of August)
- 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

- Customer Service - Provide our customers with a positive service experience
- Criminal Record Check
- An Asset: Inventory Experience
- An Asset: Valid Boating License
- An Asset: Valid First Aid Certification
- An Asset: Social Media or Photography Experience

Duties

- Greet and assist clients with a smile, making sure they feel welcomed and get the best customer service possible.
- Get rental paperwork ready and ensure all fees are properly processed and handled in a timely manner.
- Operate the till and POS machine with ease, giving clients accurate pricing and processing their payments smoothly.
- Take care of rental and charter bookings, providing clients with all the info they need to make the best choices.
- Help out with moorage services and handle related transactions, making sure everything runs smoothly.
- Maintain a clean and organized store—after all, a tidy space makes everything feel better!
- Watch the stock, restock when needed, and keep the displays looking fresh and inviting.
- Pump fuel and process transactions, ensuring everything is accurate and efficient.
- Lend a hand to clients loading and unloading boats using golf carts—it's all about making their experience easy and fun.
- Help keep our small boats and houseboats looking sharp by pitching in with cleaning when needed.
- Join in the fun! We're all about creating a positive, upbeat atmosphere because we truly believe fun is key to 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.





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- 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.
- Step-Lover: Enjoys an active role and loves getting those steps in while working.

Email your resume to employment@sunshinemarina.com and tell us why you would be a stellar crew member.

