

## **Dock Staff**

**Reports to: Club Manager**

**Type: Part time**

**Pay Scale: \$18/hour to \$19/hr depending on experience**

**Applications to: [jacquirparent@dragonboatbc.ca](mailto:jacquirparent@dragonboatbc.ca)**

**Community, culture, and competition. All in one boat.** The Canadian International Dragon Boat Festival Society (dba Dragon Boat BC) is the non-profit producer of North America's flagship dragon boat festival, the Concord Pacific Dragon Boat Festival, and runs Dragon Zone Paddling Club. The Society also produces a series of races, cultural programming, and community initiatives centered around the traditional Chinese cultural sport of dragon boat. Through its All Access and youth programs, supported by the Milton K. Wong Legacy Project, the Society makes paddling experiences accessible regardless of any barriers to participation.

### **Job Summary**

- Dock Staff are the front line of the Society's club operations, working as part of a team to provide exemplary personalized customer service and deliver recreation programming on the docks.
- Dock Staff help maintain the facility and equipment, get clients on the water, and answer inquiries.
- This position is based in Olympic Village, working with other staff in an operational capacity.
- This position may also work with other staff to deliver special community events, visiting groups, and promoting club programs.
- Dock Staff are responsible for upholding facility presentation and high operational standards, proper records and invoice maintenance, as well as working with other staff to coordinate smooth logistics and program delivery.

Please note that due to the nature of our operations, candidates will work regularly in an outdoor and/or aquatic environment, or offsite locations from time to time.

### **Key Responsibilities**

Administration and Client Service:

- Answer basic client emails and phone calls in a professional manner and take messages.
- Ensure client queries are answered quickly with correct information and handing off leads to the appropriate staff.
- Keep accurate records and schedules for all drop-in and passholder rentals.
- Proactively identify and suggest operating protocol improvements as appropriate to their immediate supervisor.

Programming and Operations:

- Conduct regular maintenance of facility, and assist clients arriving for kayak, outrigger, or other programs, including but not limited to: setting up/taking down or launching boats, cleaning facility, and checking in clients.
- Ensure facility, equipment, systems, and operations are up to Society standards, and work with other staff to immediately resolve issues before and as they arise.
- Familiarize oneself and clients with safety protocols and procedures, and enforce rules as necessary.

General:

- Provide regular updates to direct supervisor identifying areas of growth/concerns and general operational updates.
- Complete miscellaneous tasks and jobs as assigned by supervisors.
- Participate in staff meetings and share thoughts on other operational areas.
- Participate in optional training opportunities including: cultural training programs, sport development, learning programs and skill development clinics.

**Skills/Experience**

- Prior work experience in a recreation/sport environment is preferred.
- Prior experience and knowledge of paddle sports including, but not limited to: dragon boat, kayak, SUP, OC-1, and OC-6 is a strong asset.
- Prior experience with cultural communities and community events is a strong asset.
- Candidates should have experience working in fast-paced environments, be a self-starter, be highly organized, and have excellent customer service skills.
- Candidates should be able to lift up to 50 lbs and be comfortable working in an aquatic environment.
- Experience with standard office software and digital tools (i.e. Google Drive, video conferencing) is expected.
- Full driver's license, first aid certification, or pleasure craft operator card is an asset.
- Multilingualism is a strong asset (please indicate what languages on your application).

**Application Details**

Include a resume highlighting your previous relevant experience

Please note that we will only be reaching out to candidates who have been selected for an interview. We thank you for your application and interest.

The Canadian International Dragon Boat Festival Society is committed to working with local communities to remove barriers and create a safe environment for participation and play. Our staff, volunteers, and Board of Directors should reflect the communities we serve in order to fully embrace inclusion and diversity both on and off the water. As such, we encourage applications from those with diverse backgrounds, abilities, gender identities, and sexual orientations and will consider all applications equitably. Please feel free to contact us of any accommodation needs throughout the recruitment process.

*The [Canadian International Dragon Boat Festival Society's](#) work primarily takes place on the traditional, ancestral, and unceded lands and waters of the *x<sup>w</sup>məθk<sup>w</sup>əyəm* (Musqueam), *Sḵwxwú7mesh* (Squamish), and *səlilwətał* (Tseil-Waututh) nations.*