



Watersports & Education Assistant Manager

Summary:

Under the supervision of the Watersports & Education Manager, this position entails helping set-up and run the Watersports and Education Department at the Kelowna Yacht Club. We are looking for a hard-working, self-directed individual who enjoys the outdoors and puts a premium on customer service. Leading staff, assisting members, maintaining equipment, and enforcing safety measures according to Kelowna Yacht Club and Transport Canada standards will all be involved in this position. This includes working hand in hand with the Watersports and Education Team in the Rentals, Watersports, Sailing School, and Boating Safety Departments.

Responsibilities:

- Assisting the Watersports & Education Manager in organizing, planning, and implementing strategy
- Coordinating day-to-day operations
- Brief and debrief with the team every day, keeping a strong and energetic attitude
- Help staff in their daily decisions (effective and professional)
- Supervise dock activities, ensuring the safety of staff, volunteers, campers, and KYC members
- Orchestrate customer service needs and requests
- Communicate effectively with campers, members, KYC staff, directors, and all other contacts
- Maintaining and requesting repairs of all equipment throughout the summer
- Ensure boats are running well, clean, fueled, and ready at all times
- Assist with repairs and maintenance at the end of the season
- Assess day to day and seasonal needs
- Understand the importance of safety regulations
- Assist Marine Mechanic with bookings, charges etc.
- Answer emails and calls
- Manage bookings, charges etc. online

Pre-requisites:

- Pleasure Craft Operator Card
- Boat handling experience
- Physically able to lift kayaks, paddleboards, and fuel tanks

To apply, email your resume to: sarah@kelownayachtclub.com



- Standard First Aid and CPR Level C
- Experience in evaluating staff
- Experience in leadership roles
- Ability to plan and organize
- Strong problem-solving skills
- Great interpersonal skills
- Understanding of customer service principles and practices
- Excellent multitasking skills
- Basic experience and skills using Microsoft Office (Word, Excel, PowerPoint)

The Kelowna Yacht Club may be able to assist you in attainment of these qualifications prior to the start of the season

Your Contributions:

- Provide a safe and fun environment on land and on the water
- Be a positive team leader
- Promote and develop safe boating in the Okanagan
- Provide a high level of customer service

Schedule: Seasonal (May-September – Full time)

Benefits:

- Competitive salaries, performance bonuses and paid orientation sessions
- Opportunities to participate in racing, private lessons, race committee, after school sailing, regattas, keel boat sailing and adult sailing programs to earn additional remuneration
- Uniforms
- Free use of Paddleboards and Kayaks
- Discounted Meals, Merch and Boat Rentals
- Coaching development opportunities

Salary: (\$21 per hour)

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