

Who we are...

Shuswap Lake Vacation Inc., operating as Twin Anchors Houseboat Vacations, is proud to be the largest houseboat company in Canada, offering the biggest and most luxurious houseboats in the country.

Located on Shuswap Lake—with 1,100 km of stunning shoreline—our houseboats provide guests with the ultimate opportunity to explore, relax, and create lifelong memories. Whether it's adventuring to the many scenic highlights of the lake or simply unwinding onboard, every experience is unforgettable.

We are based at the largest marina on Shuswap Lake, surrounded by breathtaking mountain scenery in beautiful Sicamous, BC. This prime location makes it the perfect place to work and enjoy outdoor adventures after hours.

At Twin Anchors, our mission is to deliver outstanding service, support, and guest experiences that help create lasting memories. We are always looking for enthusiastic team members who are passionate about hospitality, dedicated to providing excellent service, and eager to contribute to a fun and positive workplace for both employees and guests

We have many openings available if the below job description doesn't fit, make sure to check out some of our other job ads to find a better fit. We appreciate all applicants.

Job Title:

Dock Staff/Orientator – Twin Anchors Houseboats

Job Description

As a **Dock Staff/Orientator** at Shuswap Lakes Vacations Inc., your primary responsibility is to ensure that all boats and related rental equipment are prepared, maintained, and ready for guest use in line with our operational procedures. You will provide essential customer service by assisting guests with orientations and ensuring the vessels are safely prepared for their time on the water. Your role is key in maintaining the safety, cleanliness, and functionality of the fleet while delivering an exceptional experience to our customers.

Duties and Responsibilities:

Boat Preparation and Maintenance:

- **Conduct vessel orientations:** Provide thorough orientations for houseboats and pleasure craft, ensuring that guests understand vessel operations, safety procedures, and proper handling.
- **Prepare boats and rental equipment:** Complete pre-departure tasks including pressure washing, septic pump-out, BBQ servicing, hot tub cleaning, fueling, and general maintenance to ensure boats are ready for guests.
- **Initial inspections of returning vessels:** Inspect incoming boats to assess their condition, noting any maintenance or cleaning requirements.
- **Mooring and docking of vessels:** Safely maneuver houseboats in and out of the marina, parking, tying up, and ensuring the vessels are securely docked.
- **General cleaning:** Remove debris and garbage from boats, ensuring they are clean and presentable for the next guests.

Customer Service:

- **Provide customer service:** Offer friendly, helpful support to customers as needed, assisting with any questions about the vessels, marina services, or local area.
- **Complete group orientations:** Lead group orientations, providing clear instructions and answering questions to ensure all customers are well-informed before departing.
- **Monitor VHF radio:** Keep an ear on the VHF radio as scheduled to communicate with guests and colleagues regarding marina and vessel operations.

Team Support and Other Duties:

- **Collaborate with team members:** Assist colleagues with dock operations, vessel handling, and any other tasks that may arise, especially during busy periods.
- **Operate support vessels:** Bring in houseboats or operate a pickup boat when required to assist with docking, mooring, or customer service needs.
- **Assist with other duties:** Provide support as required within the Twin Anchor's operations, adapting to changing demands and assisting with tasks to ensure smooth marina operations

Required Skills and Knowledge:

- **Strong communication skills:** Ability to interact with guests, team members, and supervisors clearly and professionally.
- **Physical stamina:** Ability to be on your feet for long periods and perform physically demanding tasks, such as lifting and moving equipment.
- **Pleasure Craft Operator's certification:** Required to legally operate boats in the marina.
- **Customer service training or experience:** Ability to provide excellent service, ensuring that guests have a positive and memorable experience.
- **Knowledge of houseboats or similar vessels:** Familiarity with Twin Anchor's fleet or similar houseboat models is preferred.

Preferred Experience:

- **Tourism or hospitality experience:** Previous work in the tourism or related industries is an asset, especially in boat rentals or marina operations.
- **Experience maneuvering houseboats:** Previous experience in handling and docking houseboats is essential for safety and efficiency.
- **Boat operation experience:** Additional experience in boat handling, maintenance, and repair is highly beneficial.

Physical Requirements:

- Ability to lift, bend, and move heavy equipment and vessels.
- Ability to work outdoors in varying weather conditions, including high summer temperatures.
- Ability to stand, walk, and bend for extended periods during shifts.

**** Must have excellent interpersonal skills and the ability to interact with customers and staff in a professional, friendly and respectful manner.****

Working Conditions:

- **Employment Type:** Full-time seasonal (with part-time positions available).
- **Work Schedule:** Hours vary, including weekends and holidays, as per the needs of the business.
- **Compensation:** \$20/hr for full-time staff.

Perks and Benefits:

- **Staff accommodation** available for eligible candidates.
- Discounts on gym memberships, staff events, BBQ boat cruises, merchandise, and Old Town Bay Pub.
- Houseboat discounts for staff during the off-season.

Location: Sicamous, British Columbia - Old Town Bay Marina, Dock. 200 Old Town Road West

Must currently be legally able to work in Canada