

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:

Porter Personnel – Twin Anchors Houseboats

Job Description

The Marina Porter plays an important frontline role in supporting the operations of the marina and ensuring a positive, safe, and welcoming experience for all guests. This position involves assisting with houseboat docking, fueling operations, general maintenance, and customer service, while upholding Twin Anchors' standards for quality, safety, and professionalism.

Duties and Responsibilities:

- **Guest Assistance with Belongings:**
 - **Transport guests' belongings** (luggage, personal items, etc.) from their vehicles to their assigned houseboats in a timely and efficient manner, ensuring that guests' belongings are handled carefully and respectfully.
 - Ensure all guests receive **assistance with their luggage** and that their needs are met as they embark or disembark from their houseboats.
- **Vehicle Parking Assistance:**
 - **Assist guests in appropriately parking their vehicles** in designated areas, ensuring they follow marina guidelines and parking regulations.

- Provide direction and support to ensure guests park safely and with minimal disruption to marina traffic flow.
- **Customer Service & Communication:**
 - **Provide excellent customer service** by answering guest inquiries, offering assistance, and providing clear directions to guests navigating the marina and houseboat area.
 - Act as a **point of contact for guests**, assisting with additional requests or providing local information when needed.
 - Communicate any special guest requirements to other departments or staff, ensuring guest satisfaction is prioritized.
- **Dock and Property Maintenance:**
 - **Remove garbage** and maintain cleanliness on the dock and surrounding property, ensuring the area remains tidy and welcoming for all guests.
 - Assist with **general property upkeep** (e.g., sweeping, tidying, ensuring walkways are clear) as directed by your supervisor or team lead.
- **Team Collaboration and Support:**
 - Work collaboratively with other team members in the **Guest Services Department** to ensure smooth operations during peak times.
 - Assist other departments or co-workers with additional tasks or duties during periods of high activity, especially during busy check-in/check-out times or peak season.
- **Additional Duties:**
 - Perform any **additional related duties or tasks** as assigned by supervisors or team leads, particularly during high-volume times when extra support is needed.
 - Stay flexible and responsive to the needs of the team, offering assistance in other areas of the marina as necessary.

Required Skills and Knowledge:

- **Required Skills & Knowledge:**
- **Strong communication skills** to interact effectively with guests, team members, and management.
- Prior **customer service experience** or the ability to learn quickly and provide friendly and helpful service to guests.
- **WHMIS (Workplace Hazardous Materials Information System) training** to handle cleaning and safety materials appropriately.

Preferred Skills & Experience:

- **Hospitality or tourism training** or related work experience that demonstrates the ability to work in a customer-facing role.
- **Experience driving a quad (ATV)** for transporting items across the marina or property, if required.
- Familiarity with **backing up trailers** (with vehicles or quads), as this may be required for transporting guest items or assisting with marina operations.

- **Knowledge of the houseboat industry** or a marine environment is considered an asset, as it will help you interact with guests more knowledgeably and confidently.
- **Conflict resolution skills** or experience dealing with customer complaints or concerns effectively, ensuring any issues are handled promptly and professionally.

Physical Requirements:

- Ability to **lift and carry, heavy items**, such as luggage and personal belongings, ensuring safe and efficient transport.
- Must be able to **walk, stand, twist and carry items** for extended periods, both indoors and outdoors, in various weather conditions including summer heat.
- Capable of **driving vehicles or quads** in a safe manner, assisting with guest needs across the marina or property.

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:** Part-time, active position.
- **Work Schedule:** Primarily **Thursday, Friday, Sunday, and Monday**, with shifts subject to the needs of the business.
- **Compensation:** **\$18/hr with opportunity for tips** based on guest satisfaction and your level of service.

Location: 200 Old Town Marina West, Sicamous, British Columbia, at the **Twin Anchors Houseboats marina** on Shuswap Lake.

Must currently be legally able to work in Canada

Application Instructions:

Interested candidates should submit a **resume** and **cover letter** outlining their qualifications and experience. After reviewing applications, candidates will be contacted for the next stages in the interview process.