

Marina Concierge

Victoria International Marina - Victoria, British Columbia

We champion the beauty, lifestyle and nature of Canada's West Coast as Ambassadors of the Pacific Marine Lifestyle.

Our positive approach makes our guests feel special; we are professional, dedicated and at their service. We remember that we are here for them, so that they have an outstanding and extraordinary experience.

By continuously working on the customer experience we will ensure it is the best possible.

We're different than most teams. Here we cultivate a culture of respect in which individual strengths are celebrated – each contributing in synchronicity to the crescendo of the client experience. We each play a role in creating the unique combination of luxury and bespoke events that sets us Oceans Apart.

Founded in 2005, Community Marine Concepts Ltd. (CMC) is a 100% Canadian owned company focused on creating remarkable experiences through well-designed, developed and managed

premium Pacific marine properties. The Victoria International Marina is the flagship development of CMC and is the first purpose-built marina of its kind on the Pacific. Catering to the world's large yacht community, the marina is the first step in serving an overflowing demand for luxury yacht infrastructure along the 25,000 kms of coastal wonder between Victoria and Alaska.

Victoria is situated on the southern tip of Vancouver Island and sparkles in one of Canada's mildest climates. It is the sunniest spot in the province and the gentlest in the country in terms of climate, environment, and lifestyle. Victoria is best known as the capital city of British Columbia, and as a world-renowned tourist destination. One of the most visitor-friendly cities anywhere, Victoria is also one of Canada's favourite places to call home.

Chemistry Consulting Group has been retained by CMC to search for a **Marina Concierge** for the new **Victoria International Marina**.

Reporting directly to the CEO of CMC, the Marina Concierge plays a key role in this brand new, luxury marina and carries a special responsibility. By going the extra mile (or two) the Marina Concierge will be dedicated to accommodating guest requests from the ordinary to the extraordinary. With local knowledge and insights, the Marina Concierge will work wonders to enhance guest experiences, ensuring their time in Victoria is unforgettable.

Marina Concierge cont.

Responsibilities:

Be the key point of contact for marina services and communicate with guests at their convenience.

- Manage 24-7 guest access to concierge.
- Adhere to CMC and the Victoria International Marina values, operating procedures and safety policies.
- Track all guest requests, ensuring they are actioned and on schedule.
- Work on strategies to build guest loyalty.
- Continually build relationships with guest service providers.
- Maintain a comprehensive understanding of the business of the marina, including slip leasing.
- Coordinate and work with other profit centers in the marina (marina operations, events, marketing, etc.).
- Develop an annual budget, to be presented yearly to the CEO for approval.
- Manage budget and provide quarterly reporting to the CEO.
- Carry out supervisory responsibilities in accordance with CMC's policies and applicable laws. This includes hiring, training, directing work and maintaining performance standards.

Preference will be given to those candidates who have the following:

- Bachelor's degree, preferably in Business Management or Hospitality.
- Experience on luxury yachts and/or at a marina operation.
- Experience in client relations within the hotel and/or cruise ship industry.
- Excellent interpersonal and organizational skills.
- Ability to speak additional languages preferred.
- Unflappable temperament and good sense of humour.
- Ability to demonstrate capability to delivery exceptional customer service.

In order to be considered for this incredible opportunity, please submit your resume, cover letter stating why you feel you are the ideal candidate for the position along with an example of an exceptional customer service delivery with your compensation expectations to:

careers@chemistryconsulting.ca by **Friday, October 22, 2017**

We thank all applicants who apply; however only those qualified and selected for consideration will be contacted.