



Front Desk Clerk & Dock Hand

JOB DESCRIPTION

Pacifica Paddle Sports has one of the largest rental fleets on the West Coast. We offer rentals of kayaks, canoes, and paddle boards, as well as lessons and tours. We believe customers can be *“Nurtured by Nature,”* and paddling is a way of facilitating it.

This combined role is a cornerstone of the Pacifica Team. Employees support both our **Front Desk operations** and **Dock Hand services**, ensuring a seamless and welcoming experience for all guests, from booking their paddle to helping them safely return from the water. Team members must be flexible, personable, hard-working, and able to thrive in a dynamic, customer-focused environment.

Staff may be scheduled at **either Brentwood Bay or Swartz Bay**. At Swartz Bay, employees should expect to work independently at times, managing both dock and front desk responsibilities confidently.

RESPONSIBILITIES - FRONT DESK:

The Customer Experience must be delivered consistently, according to the Front Desk Training guidelines. Duties include:

1. Greeting and welcoming guests.
2. Booking rentals, tours and lessons.
3. Updating availability of tours and lessons.
4. Answering incoming calls and promptly returning messages.
5. Reading, sorting, and responding to emails.
6. Processing gear and merchandise sales, and updating inventory.
7. Maintaining a clean and welcoming shop space for guests.
8. Assisting dockhands and guides when required.
9. Assisting with back-office tasks when required.
10. Cross promoting locations and activities to guests.

RESPONSIBILITIES - DOCK HAND:

The Customer Experience must be delivered consistently, according to the Dock Hand Training Manual. Duties include:

1. Giving welcome and PFD (lifejacket) briefings at the gear shed.
2. Selecting the correct kayak, SUP, or canoe for guests.
3. Getting guests set up in their assigned boat (adjusting footrests, rudders, etc.).



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4. Ensuring guests and boats are properly outfitted with essential safety gear.
5. Reviewing safety instructions and route suggestions before departure.
6. Assisting guests as they return from paddles.
7. Cleaning all boats and paddle gear after each use.
8. Keeping the flow of dock traffic smooth.
9. Maintaining a clean, safe, and organized dock and ramp area.
10. Performing general boat maintenance (rudder cables, deck lines, KeelEazy, etc.).
11. Completing daily and weekly dock duties.
12. Assisting guides, instructors, and front desk staff when required

COMBINED REQUIREMENTS

1. Strong organizational, problem-solving, and communication skills.
2. Great people skills with a positive, welcoming attitude.
3. Ability to work independently and collaboratively at Swartz Bay and Brentwood Bay.
4. Weekend, weekday, and evening availability.
5. Ability to lift and carry single kayaks; comfort with sustained lifting and repetitive movement.
6. Ability to work under pressure in a fast-paced environment.
7. Previous customer service experience required.
8. Prior boat, dock, marine, or front desk experience an asset.
9. Proficiency in English (oral and written).
10. Familiarity with computers and POS systems an asset

HOURS & BENEFITS

- Hours range from part-time to full-time, April through October.
- Busiest months are July and August; weekend shifts are required.
Evening shifts will be shared by all employees, with shop hours extending until 9:45 pm during peak season. (The late shift helps launch Glow Tours)
- Benefits include a friendly, supportive environment, opportunities to join Paddle Canada Skills courses or tours, and access to tourism industry discounts.
- Staff may use kayaks, canoes, and paddle boards for personal time, including offsite use.
- Ongoing opportunities for paddling skill development are available throughout the season

TO APPLY

- Submit resume and cover letter online to E-J Frederiksen ej@pacificapaddle.com