



Job Description: Fuel Station Clerk

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Fuel Station Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination located in British Columbia's Great Bear Rainforest. Among its wide range of services, the Fuel Station serves as a critical resource for local residents, marine travelers, and resort operations. The Fuel Station Clerk is an essential team member who ensures efficient, safe, and customer-friendly service.

Position Overview

The Fuel Station Clerk supports the daily operations of the fuel station by providing excellent customer service, processing transactions, maintaining inventory, and ensuring a safe and clean environment. Reporting to the Fuel Station Manager, the clerk plays a key role in serving the needs of Shearwater's diverse clientele, including local residents, recreational boaters, and commercial operators.

Key Responsibilities

Customer Service

- Greet and assist customers in a friendly and professional manner.
- Operate the point-of-sale (POS) system to process fuel and retail transactions accurately.
- Provide information about fuel station services, products, and pricing.
- Address customer inquiries and resolve issues promptly, escalating to the Fuel Station Manager as needed.

Fuel Dispensing and Safety

- Assist customers with fueling boats, vehicles, and equipment as required.
- Monitor fuel pumps and equipment to ensure proper operation and address any malfunctions.
- Follow all safety protocols for handling fuel and hazardous materials.
- Maintain a clean and organized fueling area, addressing spills and hazards immediately.

Inventory and Stocking

- Restock shelves and displays with merchandise, including snacks, beverages, and marine supplies.
- Conduct inventory checks and inform the Fuel Station Manager of low-stock items.
- Ensure proper storage and labeling of hazardous materials according to regulations.

Cleanliness and Maintenance

- Maintain cleanliness and orderliness of the fuel station, including counters, restrooms, and outdoor areas.
- Perform regular inspections of equipment, such as fuel pumps and hoses, and report issues to the Fuel Station Manager.

Administrative Support

- Keep accurate records of daily sales, inventory levels, and any incidents.
- Assist the Fuel Station Manager in preparing operational reports as needed.
- Comply with Shearwater Resort's policies and procedures, including safety and environmental standards.

Qualifications

Education and Experience

- High school diploma or equivalent required.
- Previous experience in customer service or retail is preferred.
- Experience in fuel dispensing or marine services is an asset but not required; training will be provided.

Skills and Competencies

- Strong customer service skills with a friendly and approachable demeanor.
- Ability to operate POS systems and handle cash transactions accurately.
- Attention to detail and the ability to follow safety procedures.
- Basic understanding of inventory management.
- Good communication skills to interact effectively with customers, coworkers, and supervisors.
- Physical ability to perform duties such as lifting, standing for extended periods, and working outdoors in varying weather conditions.

Key Attributes

- Dependable and punctual with a strong work ethic.
- Commitment to maintaining safety and cleanliness standards.
- Flexibility to adapt to the dynamic needs of a remote fuel station.
- Passion for contributing to a community-focused workplace.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Requires working outdoors and indoors, sometimes in varying weather conditions.
- Flexibility to work shifts, including weekends and holidays, as required.

Compensation and Benefits

- Competitive hourly wage based on experience.
- On-the-job training and opportunities for professional growth.
- Staff accommodations may be available for the right candidate.
- A chance to contribute to Shearwater Resort's vision for sustainable tourism and community support.

Disclaimer

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Fuel Station Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

How to Apply

Interested candidates are invited to submit their resume and cover letter to hr@shearwater.ca with the subject line "Application: Fuel Station Clerk." Applications will be reviewed on a rolling basis until the position is filled.