



Job Description: Marine Service Technician (MST)

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time

Reports To: Shipyard 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. The resort's Shipyard is a cornerstone of its marine services, providing maintenance, repair, and technical support to recreational boaters, commercial vessels, and local residents. The Marine Service Technician (MST) is a critical role that ensures the safe, efficient, and high-quality delivery of marine repair and maintenance services.

Position Overview

The Marine Service Technician (MST) is responsible for diagnosing, repairing, and maintaining marine vessels and equipment, ensuring they operate safely and efficiently. This role involves hands-on technical work, customer interaction, and collaboration with the Shipyard Manager and team members to meet client needs and maintain operational excellence. The MST will play a key role in upholding Shearwater Resort's reputation for high-quality marine services.

Key Responsibilities

Diagnostics and Repairs

- Diagnose and repair mechanical, electrical, and hydraulic systems on a variety of vessels, including recreational boats and commercial ships.
- Perform routine maintenance tasks, including engine tune-ups, oil changes, and system inspections.
- Troubleshoot and resolve complex technical issues efficiently to minimize vessel downtime.

Installation and Upgrades

- Install and upgrade marine systems and components, such as navigation equipment, engines, and safety systems.
- Ensure all installations meet manufacturer specifications and regulatory standards.

Customer Service

- Communicate with customers to understand their needs and provide clear explanations of repair work and recommendations.

- Provide cost estimates and timelines for repairs, ensuring transparency and customer satisfaction.
- Offer guidance on vessel care and maintenance best practices.

Safety and Compliance

- Ensure all work complies with local, provincial, and federal marine safety regulations.
- Follow all safety protocols, including proper handling of hazardous materials and use of personal protective equipment (PPE).
- Maintain accurate records of repairs, maintenance tasks, and inspections for compliance and customer reference.

Collaboration and Teamwork

- Work closely with the Shipyard Manager and other team members to schedule and prioritize projects.
- Assist with training and mentoring junior technicians or apprentices.
- Contribute to a positive and collaborative work environment, promoting teamwork and continuous improvement.

Tools and Equipment Maintenance

- Maintain and organize tools, equipment, and workspaces to ensure a safe and efficient working environment.
- Report any damaged or missing tools to the Shipyard Manager promptly.

Qualifications

Education and Experience

- Certification or diploma in Marine Mechanics, Marine Technology, or a related field is required.
- Minimum of 3 years of experience in marine repair and maintenance, with a strong background in diagnosing and repairing engines, electrical systems, and hydraulic systems.
- Experience with a variety of marine systems and brands, including outboard and inboard engines.

Skills and Competencies

- Strong diagnostic and troubleshooting skills with the ability to work independently.
- Proficiency in using diagnostic tools, repair equipment, and software for marine systems.
- Excellent communication skills, with the ability to explain technical concepts to non-technical customers.
- Knowledge of local and federal marine safety regulations.

- Physical ability to lift heavy objects, work in confined spaces, and perform tasks in varying weather conditions.

Key Attributes

- Detail-oriented and committed to high-quality workmanship.
- Dependable and punctual, with a strong work ethic.
- Adaptability to work in a dynamic and remote environment.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, with work performed in the shipyard and on vessels.
- Exposure to outdoor weather conditions, including rain, wind, and cold temperatures.
- Flexible shifts, including weekends and overtime during peak seasons.

Compensation and Benefits

- Competitive hourly wage or salary based on experience and certifications.
- Opportunities for professional growth, including training and certification support.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while contributing to Shearwater Resort's mission of sustainable tourism and community impact.

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 Shipyard 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: Marine Service Technician (MST)." Applications will be reviewed on a rolling basis until the position is filled.