



Job Description: Technical/Sales Associates

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Marine Hardware Store 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 services, the Marine/Hardware Store is a vital resource for local residents, marine travelers, and resort guests, offering essential marine supplies, hardware, and technical products. The Technical/Sales Associates is a key role in ensuring customer satisfaction and technical support in the store.

Position Overview

The Technical/Sales Technician provides technical expertise and excellent customer service to support the sales of marine, hardware, and technical products in the Marine/Hardware Store. This role involves assisting customers with product selection and ensuring the store operates efficiently. Helping customers with the understanding that it is the customers' responsibility to purchase the proper product and/or seek advice from a mechanic or professional in the field (electrician, etc.). Reporting to the Marine Hardware Store Manager, the Technical/Sales Technician is a customer-facing role that contributes to the store's success by combining technical knowledge with outstanding service.

Key Responsibilities

Customer Assistance and Sales

- Greet and assist customers, providing advice on marine equipment, hardware, and technical products.
- Assess customer needs and recommend appropriate products or solutions, explaining features, benefits, and proper usage.
- Process sales transactions accurately using the store's POS system.

Product Knowledge and Expertise

- Maintain up-to-date knowledge of marine and hardware products, including new arrivals and technical specifications.
- Stay informed about industry trends, customer preferences, and product innovations to enhance customer support.
- Participate in product training sessions provided by suppliers or the Marine Hardware Store Manager.

Inventory and Merchandising

- Assist with inventory management, including stocking shelves, organizing displays, and monitoring stock levels.
- Perform regular inventory checks to ensure products are accurately accounted for and replenished as needed.
- Collaborate with the Marine Hardware Store Manager to identify high-demand products or items requiring special orders.

Store Operations

- Ensure the store is clean, organized, and well-maintained to create a welcoming shopping environment.
- Follow safety protocols for handling tools, hazardous materials, and heavy equipment.
- Support the Marine Hardware Store Manager in preparing reports, tracking sales data, and achieving operational goals.

Team Collaboration

- Work closely with other store team members to provide seamless service to customers.
- Share technical knowledge with colleagues to improve overall team expertise.
- Assist with training new staff in technical product categories as needed.

Qualifications

Education and Experience

- High school diploma or equivalent required; additional technical or trade certification is a strong asset.
- Minimum of 2 years of experience in sales, customer service, or a technical support role, preferably in the marine or hardware industry.

Skills and Competencies

- Strong technical knowledge of marine equipment, tools, and hardware products.
- Excellent customer service and communication skills, with the ability to explain complex concepts in simple terms.
- Proficiency in using POS systems and basic computer software.
- Problem-solving skills and the ability to troubleshoot technical issues effectively.
- Physical ability to lift and move heavy items and work in a busy retail environment.

Key Attributes

- Passion for marine and hardware products, with a commitment to helping customers find the best solutions.
- Dependable and detail-oriented, with a strong work ethic.
- Adaptability to work in a dynamic and remote environment.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Work involves standing for extended periods and handling various types of equipment.
- Must be able to lift 50 lbs.
- Flexible shifts, including weekends and holidays, as required.

Compensation and Benefits

- Competitive hourly wage based on experience and technical expertise.
- Opportunities for professional growth and product training.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while supporting Shearwater Resort's mission of sustainable tourism and community engagement.

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 Marine/Hardware 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: Sales Technician." Applications will be reviewed on a rolling basis until the position is filled.