

## Summary

***Are you an outgoing individual looking to gain experience in dealership operations where you can display your customer service and organizational skills while working with a fantastic team?***

Award Winning Employer of Choice by Boating Industry Canada, Gibbons Motor Toys is a marine dealership with stores in Salmon Arm, BC and Gibbons, Alberta. We retail and service KingFisher and Coyote boats, Mercury engines and more. We stock a large variety of parts and accessories for all your boating needs. With over 35 years of experience, our sales, parts, and service departments provide the best knowledge in the industry!

**Job Title:** Operational Support Hand (Salmon Arm, BC)

**Start Date:** March 15th

**Status:** Part-time

**Compensation:** \$15.20 - \$18.00 per hour

The Operational Support Hand will be primarily responsible for safely and efficiently supporting the Parts & Service Manager in managing the upkeep of the shop and yard. Daily work will be executed closely with the overall operation of Gibbons Motor Toys' to help keep business running smoothly by maintaining high productivity and organization.

Key responsibilities include completing daily tasks as assigned by the Parts & Service Manager such as maintaining yard appearance including washing boats and picking up debris, cleaning the shop, preparing units for service, full unit detailing, and helping to maintain a safe work environment for everyone. This position aids the Parts & Service Manager in providing strong support to the Parts, Service, and Sales Departments wherever needed to help them achieve their targets and objectives. There is also potential for advancement for someone who shows ability and desire for marine service repair.

**Department:** Operations, Service, and Parts Departments

**Reports To:** Parts & Service Manager

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# Key Responsibilities

## Yard, Shop, and Building Maintenance

- Always maintain yard appearance and organization by following direction on strategically parking units for optimal marketability, picking up litter and debris, plowing snow, etc.
- Perform regular boat cleanup to ensure product for sale is professionally displayed
- Provide support to maintaining an orderly shop including performing daily shop cleanup and recognizing and limiting safety hazards and inefficiencies
- Perform maintenance on equipment as directed and log all service records as necessary
- Assist with shop / showroom upgrades and maintenance where required
- Other building maintenance and general labour duties as required

## Customer Service and Department Support

- Maintain positive customer relationships including addressing all customer's needs promptly and professionally, and handling difficult situations calmly and with confidence
- Prepare new units for delivery by washing, inspecting, and parking in delivery location
- Take pictures as directed to accurately record condition of unit when coming in for service
- Prepare units for service by draining water/removing snow from boat covers
- Full unit detailing and parking of boats when directed
- Assist in unloading and loading incoming and outgoing shipments
- Assist in storing product in their correct specified locations

## Safety & Process Improvements

- Maintain safe work habits and working environment
- Always use proper personal protective equipment
- Be aware of surroundings to avoid potential hazards or dangerous situations
- Effectively assist with implementing and supporting improvements to parts & service processes
- Identify opportunities for process improvement and cost reduction

## Professional and Personal Development and Improvement

- Share in the team culture of continuous professional and self improvement
- Actively participate in all performance planning exercises and peer feedback requests
- Be accountable and strive to lead by example, regardless of employment capacity or role
- Remain informed on and follow all applicable company policies

## Work Schedule

- Summer store hours are 8:30am to 5:30pm Monday to Friday and 9:00am to 2:00pm Saturdays; winter store hours are 9:00am to 4:00pm Monday to Friday
- We are closed on all long weekends
- 15 – 30 hours per week depending on season – company is willing to try and work within school schedules
- Must display reliable attendance and schedule time-off with advance notice and approval, taking into consideration busy times

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# Requirements

## **Educational and experience requirements include:**

- Entry level position however experience of yard / shop operations is considered an asset
- Grade 12 diploma or working toward it
- Knowledge of equipment safety and procedures
- Proven ability to take direction from superiors and follow written and verbal instruction
- Demonstrated ability to maintain organization and consistently meet work schedules
- Ability to meet all physical requirements of the job including lifting 50 lbs
- Basic math and problem-solving skills
- Reliable, punctual and a self-starter with strong work ethic
- Proven experience in parking trailers and operating forklifts is considered an asset

All applications must include a complete resume as well as a cover letter or message further describing why you are the right fit for this employment opportunity. Submit your resume and cover letter by email at [careers@abgmt.com](mailto:careers@abgmt.com)

With continued commitment to the ongoing enhancement of a first class and engaged team culture, Gibbons Motor Toys is awarded one of Boating Industry Canada's Employers of Choice.

[http://boatingindustry.ca/featured-articles/7848-m-p-mercury-and-gibbons-motor-toys-earn-employerof-choice-awardrecognition?utm\\_source=newsletter&utm\\_medium=email&utm\\_content=4760941&utm\\_campaign=](http://boatingindustry.ca/featured-articles/7848-m-p-mercury-and-gibbons-motor-toys-earn-employerof-choice-awardrecognition?utm_source=newsletter&utm_medium=email&utm_content=4760941&utm_campaign=)