



Position: Parts & Service Coordinator – Maple Ridge

Join a growing company with a passion for helping boaters enjoy the water. Work at the water's edge in Bluewater's newest location in Maple Ridge in the heart of this recreational boater's paradise. Become part of a dynamic work environment and vibrant community.

We are looking for a full-time team member to join Bluewater as a Parts and Service Coordinator. This is primarily a front desk position centered on communicating with boaters and organizing the Bluewater technical team and supplier partners. The successful candidate will have a passion for gear and details, enjoy learning and understanding mechanical marine systems (think Mercury and Volvo outboard engines, inboard engines, stern drive propulsion systems and more) and be a strong verbal and written communicator with a friendly style.

The role will appeal to candidates that like to be in the middle of the action in an ops centre environment communicating with boaters looking for parts and service.

Although the role would be perfect for someone with marine experience (mechanical, sea crew, boatyard services), this is not critical if the candidate is eager to learn and interested in boats and oceans. The Parts and Service Coordinator will have the following responsibilities to clients, technical and office team members, and suppliers.

Clients:

- Parts sales to recreational boaters
- Create happy boaters by understanding and addressing client needs related to boat service
- Respond to client and technical team inquiries and orders through email, phone, and in-person
- Create estimates and invoices with assistance from technical and office team members
- Be a driver of company revenue and profit
- Anticipate, prevent and manage service delivery and financial risks following company best practices
- Be an ambassador for Bluewater in our live and virtual communities including Maple Ridge and the BC marine community
- Use QuickBooks and other software for information and communication (no experience required but would be considered as asset)

Office Team, Technical Team and Suppliers:

- Support the technical leadership group in service fulfillment, project management and client communications
- Schedule and dispatch technicians and assist in obtaining information for their assigned tasks
- Schedule local couriers and international shipments, organize incoming and outgoing deliveries
- Maintain office organization and cleanliness

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- Communicate with suppliers to organize services, parts and maintain strong relationships
- Process forms for warranty purposes
- Assess situations on a case by case basis, adapt and shift priorities and plans quickly
- Support the redesign, updating and transition of legacy business to Bluewater vision
- Take initiative, be pro-active, be a problem solver and an author of solutions
- Working knowledge of inventory and asset management
- Coordinate with technicians and suppliers to assess marine parts options; execute sourcing, ordering, and fulfillment of parts required for boat upgrades, maintenance, and repair
- Schedule local couriers and international shipments, organize incoming and outgoing deliveries, and coordinate with technical team on scheduling
- Communicate with suppliers to organize parts, services, and maintain strong relationships

An ideal candidate for Bluewater would have:

- 2 - 20+ years experience as a communicator, organizer, service or sales professional
- Strong communication skills with an efficient, polite style in written and verbal communications and full fluency in English
- Versatility to work in a range of client situations (need parts, need service)
- A connection to boating through work, recreation, or aspiration
- Willingness to ask questions when in need of support, desire and ability to understand the bigger picture and objectives
- Persistence to finish assigned tasks from start to finish while paying attention to details
- Creativity in solving problems and a proactive, self-starting, motivated mindset
- Working knowledge or ability to learn quickly software tools like Quickbooks, MS Word, Excel, Outlook, Google Suite and Social Media Sites
- Typing speed of 45+ wpm with use of office equipment (printers, scanners)
- Driver's license
- This is a full time position (5 days per week) and schedule will include Saturdays

Bluewater offers competitive compensation including wages based on experience and a subsidized health plan. If interested, please reply with your resume.