



**Position: Service Coordinator – Metro Vancouver**

Join a growing company with a passion for helping boaters enjoy the water. Work at the water's edge in Bluewater's boatyard location on Granville Island and become part of a dynamic work environment and vibrant community.

We are looking for a full-time team member to join Bluewater as a Service Coordinator. This is primarily an office position centered on creating happy clients and organizing the Bluewater technical team and supplier partners. The successful candidate will be a strong verbal and written communicator with some project management skills and a nose for sales and profitability. The role will appeal to candidates that like to be in the middle of the action in an ops centre environment.

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

**Clients:**

- Create happy boaters by understanding and addressing client needs related to boat service
- 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
- Respond to client inquiries and orders through email, phone, and in-person
- Be an ambassador for Bluewater in our live and virtual communities including Granville Island and Shelter Island boatyards and the BC marine community
- Use QuickBooks 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
- 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
- Take initiative, be pro-active, be a problem solver and an author of solutions

**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

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- 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

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