



Service Coordinator

Homewood High & Dry Marina, located on the West Shore of Lake Tahoe, is currently hiring seasonal full-time Service Coordinator to join our team during the summer.

About Homewood High & Dry Marina

Located along the beautiful shoreline of Lake Tahoe, CA Homewood High & Dry Marina has been serving the Lake Tahoe area since 1967 and was the first marina in Lake Tahoe to utilize dry rack storage. Positioned nearly at the center of the West Shore, the Marina consists of indoor and outdoor dry rack storage, and on-the-water buoy storage. In addition, Homewood High & Dry Marina is a full service marina offering service, sales and storage. Facility includes three launch bays, three fueling stations with a public fuel dock, two DC fast chargers for on-the-water electric boat charging.

Service Coordinator – Boat Service

We are seeking a Service Coordinator with a self-motivated personality and solid professional skills. Our marina is in a beautiful location where our customers come to vacation - this position is instrumental in “vacation saving” aka helping to facilitate boat repairs. The ideal candidate will exhibit a positive attitude and the ability to uplift the team. Your resilience and solution-focused approach will be instrumental in managing service requests, coordinating with technicians or service providers, and ensuring client satisfaction. This position requires strong communication and organizational skills, as well as the capacity to multitask effectively in a fast-paced environment. We value individuals who can maintain a positive work atmosphere, promoting collaboration and productivity. If you have the knack for balancing professionalism with a genuinely optimistic demeanor and are skilled at keeping spirits high, your contribution will be key to our team’s success and enhancing our workplace culture.

Key Responsibilities:

- **Client Communication:** Act as the primary point of contact for customers seeking boat service. Communicate effectively to understand their needs and expectations and provide regular updates on service status.
- **Service Scheduling:** Coordinate and schedule service appointments between customers and service team. Ensure that all parties are informed of the schedule and any changes.
- **Dispatch Management:** Efficiently dispatch technicians to customer boats. Manage logistics to ensure timely and cost-effective service delivery.
- **Issue Resolution:** Address and resolve any problems that arise before, during, or after the service. Escalate issues to management as necessary.
- **Documentation:** Maintain accurate and up-to-date records of all service requests, actions taken, and outcomes.
- **Feedback Collection:** Gather feedback from customers and service providers to identify areas for improvement. Contribute to the development of strategies to enhance service quality and client satisfaction.
- **Team Collaboration:** Work closely with other departments, such as the marina office, technical support, and finance, to ensure a cohesive approach to customer service.



Homewood High & Dry Marina

Homewood, CA 96141

To apply please send your resume to Hank by emailing hbaker@homewoodmarina.net or call 530.525.5966.