



This moment brought to you by
MARINE ATLANTIC

At Marine Atlantic, we need people like you to create moments like this.

Manager, Onboard Services

At Marine Atlantic, we do so much more than get people from point A to point B. Whether it's reunions, long-awaited trips home, or the start of a new adventure, we bring people together. We couldn't bring people together every day without our own dedicated employees. Our employees embody our core values; they are safety oriented team-players who exhibit integrity and commitment, and always strive for excellence. Their understanding and commitment to our values make our employees an invaluable part of our organization.

Marine Atlantic is currently looking for a **Manager, Onboard Services** to work with our Customer Experience Division located in North Sydney, NS.

The Passenger Services department is charged with all activities that contribute to our customers' onboard experience and is responsible for the hotel, food and beverage, and gift shop operations including housekeeping of the vessel.

The Manager, Onboard Services is accountable for leading and directing the Passenger Service Onboard Delivery team in the delivery of a quality, courteous, and efficient service that will enhance the customer's journey within the annual budget targets.

You will develop and execute an onboard services delivery strategy in an effort to continually enhance the service offerings to our customers while onboard the vessels.

Your prior experience will allow you to be successful by seeing different perspectives, engaging and motivating team member in a vision, understanding how to balance people and finances in order to achieve results of strategic and business initiatives.



Marine Atlantic
Marine Atlantique

Canada

marineatlantic.ca/hiringnow

You will be driven by your desire for:

- Continual Improvement,
- Enhancing standards and processes,
- Leading change,
- Providing team members feedback and support with routes to achieve and exceed objectives.

What qualifications do I need to be considered for this opportunity?

Education

A degree from a recognized university in a relevant field of study (e.g. business, hotel and restaurant management).

OR

A combination of equivalent education, job-related training, and work experience in a related position.

Qualifications

- Significant experience (5 years) in a senior service delivery management role; leading, implementing and managing service delivery to a multi-unit operation.
- Excellent leadership, managerial and motivational skills.
- Superior communication skills, both written and oral.
- Advanced knowledge of Office applications.
- Ability to work on your own with little supervision.
- Flexible in work hours.

Why work for the Marine Atlantic team?

As part of the Marine Atlantic team, you will participate in a variety of ongoing training programs and development opportunities to navigate your career and chart your course for success. We provide a positive and inclusive work culture that is dedicated to creating an environment which promotes employee growth, career development, and job satisfaction. Some benefits of working with Marine Atlantic include competitive salaries, defined benefit pension plan, comprehensive health benefit packages, and professional development opportunities. Come experience the pride of working with an organization with newly constructed and revitalized infrastructure that has positioned itself for the future.



How do I become a part of the team?

If you meet the listed qualifications, are interested in this opportunity and exemplify our core values, please apply online before **4 pm (Atlantic Time) on 31 January 2019**.

All applicants must apply online:

www.marineatlantic.ca/hiringnow

For your application to be considered, all questions must be completed.

Additional Information

Marine Atlantic is a Federal Crown Corporation that provides a vital ferry service link between Newfoundland and Labrador and mainland Canada.

At Marine Atlantic, we are dedicated to building and fostering an inclusive and diverse environment, where all employees and customers feel welcomed, valued, and respected.

Marine Atlantic invites applications from all qualified candidates and hires on the basis of merit. We are committed to the principles of equitable employment for all and strongly encourage applications from Women, Indigenous People, Persons with Disabilities, Visible Minorities and persons of any sexual orientation or gender identity and expression. If you are a member of one of these groups, we invite you to self-identify on your application, cover letter or resume.

To receive this job poster in an alternative format or to discuss alternate ways of completing the online application, please contact the Marine Atlantic Human Resources Department (recruiting@marine-atlantic.ca).

