

# Not all break rooms are equal.

## **Assistant Stewards – Vessels** **More than a job, it's an adventure. Set sail with Marine Atlantic**

*Are you seeking an exciting opportunity to build a career, work in a fast-paced team environment, interact with people from all over the world, make life-long friends and earn up to **\$26.50** per hour!?*

Marine Atlantic is looking for **Assistant Stewards** to work onboard our ferries starting in the Summer of 2022.

Marine Atlantic is committed to a diverse, equitable and inclusive workplace. Preference may be given to members of the following under-represented groups: women, Indigenous Peoples, persons with disabilities, visible minorities and 2SLGBTQIA+ community members. If you are a member of one or more of these groups, please state to which group(s) you identify in your application.

These unionized positions will start as **permanent, on call, spare and relief** positions with the bulk of your work being during the summer months with shifts being scheduled based on operational requirements. Although, most of your work will be in the summer, you will be on call all year.

As a team member of our Passenger Services Department, you will serve as a key part of the customer service and housekeeping teams and will be responsible for providing passengers with safe, courteous, quality, customer service. As an Assistant Steward, there is no limit to where you could be working. For the travelling public, you are the face of our organization and proactively assist our passengers, while providing a safe, professional, helpful service, and maintaining our high standards of cleanliness throughout the vessel.

As a Marine Atlantic employee, you will participate in a variety of ongoing training and development programs that could lead to a variety of career growth opportunities. Other great benefits of employment include competitive salaries, a defined benefit pension plan and comprehensive health benefits package. Marine Atlantic is dedicated to creating a respectful and inclusive environment that values Safety, Diversity, Integrity, Excellence, Teamwork and Commitment.

### **During your shift, you will find yourself:**

- Providing professional, friendly, helpful customer service
- Proactively engaging and assisting our passengers
- Performing housekeeping services, including cleaning of cabins, washrooms and public areas, while maintaining our high standards
- Working in our food services and galley areas as a third cook, food and beverage server and cashier



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- Contributing to an inclusive, respectful and safe workplace while upholding our corporate values

### **What will my schedule look like?**

As a new on call, spare and relief employee, your shifts will be scheduled in accordance with operational requirements, and you will be called to work on an as needed basis. Because of the nature of spare and relief status, it is not possible to guarantee the amount of shifts you may be required to work. Employees work 12 hour shifts and can work a maximum of 45 days straight. There is a monthly tour pattern for regularly assigned positions of 15 days on and 15 days off, normally commencing the 1st and 15th of each month, however while still in spare and relief status you may be required to work in intervals across our fleet and throughout both tours. These are unionized (UNIFOR) positions and successful candidates who build more seniority also build more opportunity to establish a regular work schedule.

### **What will training look like?**

Transport Canada requires that all hired vessel employees receive specific marine safety training, as well as obtain a Transport Canada Marine Medical Examination. New crew members undergo approximately 25 days of initial paid training, before even stepping onboard our vessels. Training includes, but is not limited, to STCW 6.1 (Basic Safety), Marine Basic First Aid, Marine Evacuation Systems, Passenger Safety Management, Hazard Prevention Program, Food & Beverage Service, Respectful Workplace, New Employee Orientation and Onboard Training. Our goal during this time is to equip you with all the tools necessary for a successful career at sea onboard Marine Atlantic's vessels. All training, along with any travel, accommodations, or meals required to complete training, is arranged and provided by Marine Atlantic. Travel is reimbursed in accordance with the applicable Collective Agreement and Marine Atlantic's Travel Policy. Training will start for some as early as mid-March 2022 with new sessions taking place each month up to approximately June 2022.

### **What does life onboard look like?**

Working and living onboard Marine Atlantic's vessels is a great opportunity and experience. Along with working onboard, you will also be required to live on the vessel for the duration of your scheduled work tour. New employees starting their career with Marine Atlantic will be assigned cabins with double occupancy and will share a two-berth cabin with another crew member. Employees work 12 hour shifts (days and nights) and could be performing a variety of different roles during their shift. Uniforms, living accommodations and meals are provided while onboard. Building meaningful friendships with diverse co-workers, as well as gaining valuable professional skills in a unique environment are all aspects of working and living onboard our vessels.

### **What do I need to be considered for this adventure?**

- Be 18 years of age or older\*
- Minimum High School Diploma or GED; ideally Post-Secondary courses in Hospitality/Tourism
- Must be proficient in written and spoken English and it's a bonus if you speak French



- Strong commitment to safety
- Demonstrated superior customer service skills and a genuine passion for serving others
- Ideally, two (2) years' experience in the hospitality or customer service industry although a commitment to excellent client service in all industries will be considered
- Willing and able to work 12 hours a day in a customer focused environment
- Professional oral communication and interpersonal skills
- Be impeccably groomed and wear our uniform in accordance with standards
- Able to complete a valid Transport Canada Marine Medical and all other applicable training

**Come join us, navigate your career and chart a course for success!**

Click '**Apply Online**' and submit your application.

[www.marineatlantic.ca/hiringnow](http://www.marineatlantic.ca/hiringnow)

### Notes

- This is a designated Safety Sensitive position and subject to the provisions of Marine Atlantic's Drug and Alcohol Policy which includes, but not limited to pre-employment testing. Marine Atlantic has a zero-tolerance policy for alcohol, cannabis, and illicit drugs.
- Marine Atlantic recognizes the importance of vaccination to reduce the risk of spreading COVID-19 while continuing to provide an essential service to the province of Newfoundland and Labrador. All employees are required to follow Marine Atlantic Covid-19 protocols. As mandated by the Government of Canada, all employees, including new hires, are required to be fully vaccinated for COVID-19, unless a reasonable accommodation is requested and authorized based on one of the prohibited grounds of discrimination as defined by the Canadian Human Rights Act. As part of the recruitment process, proof of vaccination for COVID-19 will be required or the necessary documentation to provide an approved accommodation.

### 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 Peoples, persons with disabilities, visible minorities and 2SLGBTQIA+ community members. If you are a member of one or more of these groups, please state to which group(s) you identify in your cover letter, resume or application.



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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, in confidence, at [recruiting@marine-atlantic.ca](mailto:recruiting@marine-atlantic.ca).

We are committed to providing an inclusive and barrier-free work environment, starting with the recruitment process. If you need to be accommodated during any phase of the evaluation process, contact the Marine Atlantic Human Resources Department, in confidence, at [recruiting@marine-atlantic.ca](mailto:recruiting@marine-atlantic.ca).

\*In order to work unrestricted hours on our vessels as per Transport Canada, you must be 18 years of age or older.



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