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MARINE ATLANTIC

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

Director of Passenger 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 a diverse, 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 **Director of Passenger Services** to work with our Passenger Services department located in either Port aux Basques, NL or North Sydney, NS.

The Passenger Services Department is responsible for all activities that contribute to Marine Atlantic's onboard customer experience. The department is responsible for hotel, food and beverage and gift shop operations onboard including housekeeping for the vessels, the crew accommodations and crew dining experiences.

The Director of Passenger Services is responsible for managing the operations of the entire department as listed above, and for building a customer experience culture throughout the team. The position sets and clearly communicates, motivates and leads objectives, monitors team performance, and establishes training and development plans for the team.

While this position has an indirect reporting relationship with the vessel passenger services team, they also lead a management team on shore that supports the vessel passenger services leadership team.



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marineatlantic.ca/hiringnow

Additional Key Areas of Responsibility

- Direct strategic and operational planning of the Passenger Services department and ensure integration across the organization.
- Actively involved at the senior manager level in all matters of strategic and operational importance to the corporation.
- Ensure passenger services are delivered consistently and administered smoothly across the organization.
- Oversee the development and implementation of the onboard marketing strategy.
- Maximize the financial contribution to cost recovery of revenues generated from on-board services.
- Prepare and justify annual budget for the department.
- Work diligently, to promote a physically and psychologically safe working environment, that is diverse, accessible, inclusive and equitable.
- Assist in the accomplishment of company objectives by performing other related duties as required.

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

Education and Experience

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

Significant experience (at least 10 years) in a senior customer experience role, leading and managing a major public and/or private corporation or division, preferably in the transportation industry.

OR

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

Additional Qualifications

- Excellent leadership, management and motivational skills
- Strong understanding of what it means to be customer oriented, and have the ability to embed a customer experience culture throughout the department
- Ability to resolve complex customer issues
- Skill and ability to lead organizational change in a manner that fosters collaboration among organizational stakeholders and achieves the strategic objectives of the corporation
- Superior communication skills, both written and oral, and ability to act as a spokesperson in dealing with passengers, staff, management team and the executive team



Asset Qualifications

- Master of Business Administration

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 diversity, 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 07 April 2021**.

All applicants must apply online:

www.marineatlantic.ca/hiringnow

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).



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