

Job Title: Spare and Relief Assistant Stewards

Requisition ID: 225

Location: Vessels

Hourly Assessment Rate: \$17.302

Hourly Rate 1: \$25.729 (First 1480 hours of compensated service after completion of assessment period)

Hourly Rate: \$29.237

Application Closing Date: 02/09/2024

Application Closing Time: 23:59 hours Atlantic Time

Marine Atlantic is dedicated to creating an environment which promotes employee growth, career development, and job satisfaction. Our employees embody our core values; they are diverse, safety-oriented team-players who exhibit integrity and commitment, and always strive for excellence.

Marine Atlantic is currently looking for Spare and Relief Assistant Stewards to work onboard our vessels that operate from the ports of Port aux Basques NL and North Sydney NS year round; and Argentia NL during the summer season. These positions are permanent full-time spare and relief positions that are scheduled across our fleet and each tour based on operational requirements.

Marine Atlantic is committed to a diverse, equitable and inclusive workplace. Preference may be given to members of the following equity deserving 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.

As part of our Passenger Services' team your responsibilities will include but are not limited to customer service and housekeeping duties. For the travelling public, you are the face of our organization and proactively assist our passengers. You will be required to provide our customers with a safe, professional, helpful service while onboard our vessels!

As an Assistant Steward, you will be working in an on call, spare and relief, unionized position. Although, most of your work will be in the summer season, you will be on call all year. Your shifts and schedule will be based on our operational requirements and in accordance with the applicable collective agreement.

To prepare you for your role as an Assistant Steward, you will be required to participate and successfully complete an extensive training program provided by Marine Atlantic.

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.

Your responsibilities will include:

- Providing professional, friendly, helpful customer service
- Proactively engaging and assisting our passengers
- Performing housekeeping services, including cleaning of cabins, washrooms, and public areas, maintaining our high standards
- Working in our food and beverage service areas
- Participate in regulatory safety drills, including but not limited to, fire, boat, and abandon ship drills. Duties will range from assisting passengers in muster areas, assisting lifeboat, fire and medical

teams.

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

What will my schedule look like?

As an 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 may be required to work a maximum of 45 days straight. 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 positions covered by UNIFOR. Throughout your career you will have the opportunity to obtain a regular assigned position and work schedule. A regular work schedule is a monthly tour pattern, consisting of 15 days on and 15 days off, that normally commencing the 1st and 15th of each month.

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. 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 April 2024.

What does life onboard look like?

Working and living onboard Marine Atlantic's vessels is a great opportunity and experience. You will be provided uniforms, accommodations and meals while living onboard our vessel. Assistant Stewards are required to share a cabin with another crew member. You will have the opportunity to build meaningful friendships with diverse co-workers and gain professional skills in a unique environment.

What do I need to be considered for this adventure?

- Be 18 years of age or older*
- Proficient in written and spoken English
- Superior customer service skills
- Experience or education in the hospitality or customer service industry is considered an asset
- Strong commitment to safety
- High level of self-motivation
- Professional oral communication and interpersonal skills
- Able to work 12 hours a day in a customer focused environment
- Valid Transport Canada Marine Medical or willingness to obtain one at your own expense
- Minimum Education High School Diploma or GED or;
- An equivalent combination of education, job-related training and experience will be considered
- Candidates must successfully complete applicable training as provided

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 constructe

Safety Sensitive Position

This position is designated as a safety sensitive position and is subject to the provisions of Marine Atlantic's Drug and Alcohol Policy which includes, but not limited to pre-employment testing. We have a zero-tolerance policy for alcohol, cannabis, and illicit drugs.

Marine Atlantic's Tour Pattern

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. As a new spare and relief employee, you will be called for work in accordance with operational requirements; therefore, you may be required to work in intervals throughout both tours (i.e. one month) in order to obtain 15 days of work. Please note, you may be called to work fewer than or in excess of 15 days per month should it be operationally required.

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 based on 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.

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 careers-carrieres@ma.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 careers-carrieres@ma.ca