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MARINE ATLANTIC

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

Assistant Terminal Manager 2 Year Term

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.

We are currently accepting applications for an **Assistant Terminal Manager** to work with our Terminal Operations Department for a 2 year term at our Port aux Basques, NL Terminal location.

Terminal Operations ensures that the various terminal facilities are appropriately staffed and supported to meet schedule and customer requirements. The Terminal's mandate is to provide a safe, efficient, environmentally friendly, and on-time ferry service, operating between Port aux Basques and North Sydney year round and between North Sydney and Argentia during the summer season. The Terminal is committed to maintaining a high level of customer service and operating within budget and in accordance with Marine Atlantic's Corporate Values.

Reporting directly to the Terminal Manager, the Assistant Terminal Manager provides 24 hour coverage and is responsible for supervising the daily terminal operational activities. The ATM provides supervision to employees at the Terminal involved in customer service, ticketing, vessel loading/offloading, terminal administration and janitorial services. This includes Customer Service Supervisors, Ticket Clerks, Stevedores, Traffic Directors, Terminal Assistants, and other positions. The number of employees supervised varies by season.



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Key Areas of Responsibility

- Ensure that Terminal activities associated with vessel loading and offloading are planned and coordinated to maximize efficiencies and maintain on-time performance;
- Ensure compliance with Company and legislated safety practices and procedures (e.g. holding daily toolbox meetings, documenting safety incidents, ensuring employee compliance with personal protective equipment, etc.);
- Provide supervisory support to Terminal staff to provide a high level of customer service in accordance with company standards and policies. Interact with customers and staff in a professional and courteous manner, addressing customer questions and issues as required.
- Investigate incidents involving employee or customer injuries or property damage; conduct root cause analysis and make recommendations on corrective actions; follow up to ensure corrective actions have been taken;
- Ensure daily staffing levels at the Terminal are appropriate to meet operational requirements by assessing the daily traffic volumes and vessel schedule;
- Prepare daily traffic related reports to be distributed to designated shore and vessel departments, and managers;
- Coordinate with appropriate persons or departments to address maintenance or equipment deficiencies or repairs required at the Terminal.

Education

Business or Technical Degree

OR

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

Qualifications

Essential

- 5 years of progressive management experience; ideally in the transportation industry
- Strong customer service background and experience
- Excellent communication skills, verbal and written
- Proficient in Microsoft Office Suite of Applications



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Assets

- Working knowledge of Labour Relations/Collective Agreements
- Accident Investigation Experience
- Dangerous Goods Certificate
- First Aid Certificate
- WHMIS Certificate
- Emergency Response Certification and Experience
- Proficient in both Official Languages, English and French

Why Marine Atlantic?

Marine Atlantic 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 you become part of our 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 15 December 2017**.

www.marineatlantic.ca/hiringnow

Please note: For your application to be considered, all sections and 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.

Marine Atlantic Inc. is committed to Employment Equity, Diversity, and Inclusion and invites applications from Women, Aboriginal People, Persons with Disabilities, and Visible Minorities.

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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