



## Onboard Services Manager

Reporting to the Captain, the Onboard Services Manager is responsible for providing strategic direction to the onboard catering department to ensure its safe, efficient operation with a focus on exceeding passenger expectations. He/she also oversees the economic management of the galley, passenger cafeteria and purser's office.

### Duties & Responsibilities:

- Develop and manage an effective schedule for onboard passenger service, cleaning and maintenance.
  - Train, supervise and motivate team of Stewards to ensure high standard of customer service and cleanliness of passenger cabins, corridors and common areas.
  - Oversee the safe, economic, organized operation of the galley and passenger cafeteria.
  - Adhere to and enforce department and company standards, policies, procedures as well as applicable regulatory health and safety standards
  - Participate in onboard safety training, meetings and drills, including fire, abandon ship, man overboard etc.
  - Monitor team performance providing positive and constructive feedback including performance evaluations.
  - Maintain familiarity with all duties under the company Safety Management System including Emergency Response Activities.
  - Perform any other duties as required by the Captain.
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- **Mandatory Certifications\*:**
  - Passenger Safety Management Certificate
  - MED A1
  - Valid Marine Basic First Aid and CPR / Marine Advanced First Aid
  - Valid Unrestricted Transport Canada Marine Medical

\* Training assistance may be provided if the candidate meets all other qualifications

### Key Competencies/Assets

- Graduate of a recognized Hospitality/Tourism Course
- Previous Marine Experience
- Proven commitment to Customer Service
- Ability to read, write, understand and speak English
- 2-3 years' experience in Hospitality Management
- Superior
- Problem Solving and Conflict Resolution Skills

Nunatsiavut Marine Inc. is an equal opportunity employer however, preference will be given to beneficiaries of the Labrador Inuit Land Claim Agreement. Applicants are asked to clearly state their beneficiary status on their cover letter or resume when applying.

We thank all candidates for your interest, however only those selected for an interview will be contacted.

Qualified and interested candidates please forward your resumes by February 22, 2018 to:

[careers@labradorferry.ca](mailto:careers@labradorferry.ca)