



This moment brought to you by  
**MARINE ATLANTIC**

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

## **Bilingual Ticket and Reservation Clerks** North Sydney

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 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.

Are you seeking a rewarding employment experience to work in a team environment that allows you the opportunity to earn competitive wages, develop new skills and build a career?

Marine Atlantic is currently accepting applications for **Bilingual Ticket and Reservation Clerks** to work at our Terminal in North Sydney, NS. These positions are spare and relief and candidates can expect to work on an on-call basis. We operate 24 hours a day, 7 days a week and therefore shifts could be days, evenings, backshifts with coverage also being required on weekends and holidays



Marine Atlantic  
Marine Atlantique

Canada

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

**As a Bilingual Ticket and Reservation Clerk with Marine Atlantic, you will be responsible for:**

- Providing a high level of customer service in both official languages
- Making reservations
- Processing passenger tickets
- Contributing to an inclusive, respectful and safe workplace while upholding our corporate values
- Assisting in the accomplishment of Company objectives by performing other related duties as required

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

- Fluent in both of Canada's Official Languages (English and French)
- High School Diploma or GED Equivalency
- Ability to deal with the general public in a professional manner displaying good customer service skills and a positive attitude
- Computer literate, familiar with Microsoft Office
- Competent typing skills (25 wpm) and keyboarding skills

**Asset Qualifications:**

- Experience working in a call center
- Customer service experience
- Previous experience working with a computerized ticket/reservation system

**Please note:** Candidates will be tested for language proficiency in their second language and must take a typing test (25 wpm) and keyboarding test. Candidates will have the option to take TOWES however it is not required for these positions. Please visit:

<http://www.towes.com/en/test-taker-services/practice-your-skills/practice-your-skills> for more information on TOWES. Candidates should live within commuting distance from the terminal. These positions are unionized and the successful candidates will become members of the United Steelworkers Union.

**Hourly Rate for Ticket Clerk:** \$28.55

**Hourly Rate for Reservation Clerk:** \$27.86

**Why work for Marine Atlantic?**

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 15 February 2022**.

### **All applicants must apply online**

## **[APPLY ONLINE](#)**

### **Notes**

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.

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)

