



**Marine Atlantic**  
**Marine Atlantique**

**Employer:** Marine Atlantic

**Title:** Director of Shore Operations

**Position:** Full Time Permanent

**Hours of Work:** Monday – Friday (8:00 am - 4:30 pm) with additional hours as required

**Job Location:** North Sydney, NS or Port aux Basques, NL location

**Compensation Package:** \$120,788.36 - \$150,985.45, vacation entitlement, paid sick time, stat holidays, health and dental benefits (cost shared), defined benefit pension plan, personal time extensive professional development and training opportunities and more!

Anchored Recruiting is delighted to partner with Marine Atlantic to find a **Director of Shore Operations** to join their growing team.

Marine Atlantic is a Federal Crown Corporation that provides a vital ferry service link between Newfoundland and Labrador and mainland Canada. Marine Atlantic's mission is to provide a safe, environmentally responsible, and quality ferry service between the Island of Newfoundland and the Province of Nova Scotia in a reliable, courteous and cost-effective manner.

Marine Atlantic provides a positive and inclusive work culture that is dedicated to creating an environment which promotes employee growth, career development, and job satisfaction. Come experience the pride of working with a diverse organization with newly constructed and revitalized infrastructure that has positioned itself for future sustainability.

As the Director of Shore Operations, you will be reporting to the Vice-President, Operations. Your responsibilities will include overseeing the daily operations and maintenance for all Marine Atlantic Terminals (Port aux Basques, North Sydney, and Argentia), supporting Administration Buildings (both Marine Atlantic leased and owned) and supporting on shore infrastructure. As the Director of Shore Operations, you will demonstrate excellence in customer service, safe operations, operational efficiency, optimum equipment reliability, and achieve financial and performance targets. If you are a motivated, detail oriented, and strong leader, this role is for you!

**Core Accountabilities:**

- Represents Shore Operations with local port authorities, shareholders, regulatory authorities and interface with local businesses on behalf of the Corporation.
- Provides direction and leadership to the shore management team in accordance to the Corporate values and policies.
- Ensures preventative maintenance systems and practices for all shore facilities and infrastructure are effective and delivering the desired results.
- Ensures risk management processes as well as mitigating actions are completed for all terminal and maintenance operations initiatives and programs.
- Oversees key requirements including performance management, succession planning, training, and development of departmental staff.
- Ensures compliance with all safety, environmental and security regulations for shore

- operations including employee training, facility inspections and incident reporting.
- Ensures all incidents are investigated, recommendations are made on corrective actions, and follow-up to ensure corrective actions are effectively implemented.
- Collaborates with landlords of leased facilities ensuring compliance to lease agreements regarding accessibility, comfort and general maintenance.
- Assists in the evaluation of proposals; and participates during the contract negotiation process with clients and vendors and manages external vendor service contracts who work on Marine Atlantic property.

### **Qualifications:**

- University Degree preferably in Business or Engineering.
- Minimum of 7 years' experience in a related senior management position in a customer service and facilities management industry or a combination of equivalent education, job-related training, and work experience in a related position.
- Strong leadership and effective interpersonal skills, with strong customer service, critical thinking and troubleshooting competencies.
- Ability to manage multiple facilities and supporting marine assets including but not limited to, passenger transportation fleet, commercial customer requirements, shunt truck services and regulatory functions.
- Effective negotiation and conflict resolution skills.
- In-depth experience in change management.
- Strong capacity for strategic planning, budgeting, and forecasting.
- General understanding of procurement and contract methodologies.
- Advanced Degree in management, such as an MBA - asset.
- Thorough knowledge of marine operations, shipping and logistics management industry - asset.
- Strong understanding of project management principles - asset.
- Understanding of applicable acts, regulations and codes - asset.
- Management experience working within a multi union environment - asset.

*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.*

**If interested in this opportunity, please click the 'Apply to this Job'. Please note this position will remain open until filled. Applicants will be reviewed in two-week windows.**

*All information collected will be shared with our client, Marine Atlantic. By submitting this application, Anchored Recruiting will be adding you to our Talent pool database. You may be contacted in the future regarding future job opportunities. Please note that this position is open to Canadian Citizens or Permanent Residents only.*