



## Sip @ Sea

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### JOB DESCRIPTION

<b>Job Title:</b>	Assistant Operations Manager
<b>Department:</b>	Sip @ Sea On Board Operations
<b>Reports to:</b>	Operations Manager
<b>Date:</b>	2020 Season
<b>Job Location:</b>	On the CAT (Ferry) located at Bay Ferries Terminal (58 Water Street)
<b># of Positions:</b>	1 Full Time & 1 Part Time

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### JOB PURPOSE

As a member of our supervisor system, the Assistant Operation Manager is responsible for on board operations area in collaboration with team members throughout the 2020 Season.

### RESPONSIBILITIES

Supervise, co-ordinate, and schedule the activities of staff that prepare, portion, and serve food and beverages

Maintain optimal customer service supervision practices and leading by example.

Implement activities which help to meet daily sales goals

Daily operation of cash register and accounting of cashier float and closing functions;

Train staff in job duties, and sanitation and food safe practices

Oversee rotation of food and beverage is completed daily;

Supervise the bar and food assembly inside the mid galley.

Assist the manager with receiving of morning resupplying orders from the ferry terminal stockroom

Supervise food service operations during breakfast, lunch and supper to ensure optimal and efficient customer service.

Temperature logging of all refrigerators and freezers

Supervise the resupplying and rotating inventories when new products are loaded daily;

Ensure coffee and supplies are renewed daily and on time;

Daily monitoring and directing of opening and closing procedures for the Mid Food Service area

Assist with troubleshooting any problems that arise and directing day to day problems, including personal problems;

Always act in the best interest of the company with regard to minimising costs and maximising revenue in collaboration with the Operations Manager;

All machines and equipment must be kept in good repair. Supervise instruction and handling of equipment for new team members.

Regular inspections on the conditions of equipment and follow up action if equipment is in need of repair, replacement or service;

Assist with ensuring all waste is tracked, documented and communicated to the onboard manager with the appropriate forms;

Participate with two way line of communication and suggestions from management and staff;

Assist with correct disciplinary policies and procedures in regards to monitoring and giving of feedback to the manager and the staff being disciplined;  
Follow up on disciplinary criteria's for staff being implemented;  
Responsible for daily verbal and when relevant written reporting of Mid Food Services is required;  
Be aware and follow security/fire/safety according to Ship's rules and regulations.  
Ensure staff schedules are being followed successfully

## **REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE**

Completion of food service administration, hotel or restaurant management  
Food service sector and supervision experience preferred  
Previous supervisory experience onboard a ship is preferred  
Candidate must be aware of supervisory functions and have the ability to communicate with all team members and passengers;  
Knowledge of food & beverages products is preferred  
Knowledge of POS, Microsoft Word, Excel and operating iPads  
Smart Serve or responsible beverage service certification  
Food Safe Certification  
WHMIS certification  
Knowledge of interpersonal and written communication skills

## **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Commit to work the entire season  
The work environment consists of supervising Café, Food Services, Bar & Gift Shop operations on a Ship travelling from Yarmouth, Nova Scotia, Canada and Bar Harbor, Maine, United States.  
Adhering to dress code policies  
This job requires lifting up to 50 pounds or more;  
Ability to walk, stand for extended periods of time, lift, bend, rotate, ascending and descending stairwells, and moving supplies throughout the on board operations  
Take direction from management or immediate supervisor  
On Sail days to possess direct access to your Active Canadian Passport at all schedule shifts

## **OTHER REQUIREMENTS**

Active Canadian Passport  
Be fluent in English.  
Take direction from management or immediate supervisor  
Clear Criminal Record Check  
Clear Driving Record Check  
Attach References to Resume (Previous Employer's Preferred)  
Forward resume by email to: [sipatsea.landmanager@outlook.com](mailto:sipatsea.landmanager@outlook.com)

## **CONFIDENTIALITY AND DISCRETION**

The incumbent must maintain the confidentiality of all company and customer information and must not discuss such matters outside of Sip at Sea. Tact and discretion must be used in all dealings with all customers and potential customers to maintain a positive image of Sip at Sea.