



IDENTIFICATION

Department	Position Title	
Infrastructure	Manager, Marine Services	
Position Number	Community	Division/Region
33-3988	Hay River	Air, Marine and Safety

PURPOSE OF THE POSITION

The Manager, Marine Services ('the Manager') is responsible for providing leadership, oversight, and direction for the safe, effective and efficient delivery of ferry services used in the transportation of people, equipment and goods across the Mackenzie, Liard and Peel rivers to connect communities to the highway system of the Northwest Territories. This position provides the regulatory and technical expertise and acts as the Designated Person Ashore (DPA) for the ferry fleet and infrastructure to the Manager, Marine Operations–North, Manager, Marine Operations–South, the Regional Superintendents who have ferries in their regions, and to the Director, Air, Marine and Safety. The position is key to maintaining operational integrity and reliability, and to complying with governing authorities and public safety in accordance with territorial and federal legislation, GNWT policy and departmental procedures.

The Manager serves as the Authorized Representative and Certificate Holder for the vessels under the *Canada Shipping Act* and fulfills all responsibilities required by the Act, ensuring the ferries are permitted to operate.

SCOPE

The NWT ferry system forms an essential, integral part of the NWT highway system. The ferry program is mixed-model of own-forces and private contractors operating the GNWT ferries. Contractors operate three of the four existing ferry routes. From break-up to freeze-up, the four ferries traverse shallow waters and strong currents to transport passengers, deliver goods, and connect communities, carrying over 120,000 vehicles and 220,000 passengers annually.

All vessels and their crews must be maintained in strict accordance with the standards and regulations set by the Transport Canada. The Marine Services Program must also conform to all federal and territorial legislation including the *Fisheries Act*, *Environmental Protection Act*, *Inland Waters Act*, *Marine Liability Act* and *Canada Shipping Act*.



The vessels operate in remote locations where technical support and assistance is limited and public expectation is high. The northern climatic conditions frequently cause equipment and structural damage. River ice and shallow water create hull damage. Services to the public must be of high quality and consistently available during the operating season, requiring vessels to be maintained in an operational and regulatory compliant condition.

Located in Hay River, the Manager reports to the Director, Air, Marine and Safety. The Manager is responsible for planning, documenting, and overseeing the maintenance, refit, and modernization of ferry vessels and related infrastructure. This work is carried out in collaboration with Regional staff to ensure the safe, efficient, regulatory compliant, and cost effective movement of people and goods by ferry. The position provides technical, operational and regulatory advice to the Regional managers for ferry operations. The Manager must work with regulators, Indigenous and community governments, industry, and staff to identify innovative and creative solutions that fit the physical, climatic, technical and financial realities of operation. -compliant, and cost-effective movement of people and goods by ferry.

The Manager plans, coordinates and directs a formal training program to develop qualified ferry personnel including the private contractor's workforce. The Manager plays a key role in ensuring that crews are properly certified and competent to perform their duties and is the DPA for the safety management system program, a legal Transport Canada requirement for any SMS system. The DPA is a shore-based professional required by Transport Canada and the International Safety Management (ISM) code and is the link between the vessels and GNWT senior management. The Manager provides support to Regional Superintendents in contract negotiation and management of the ferries operated by private contractors.

The results of the Manager's work contribute to the continuous improvement, operability, operational efficiency, regulatory compliance, and cost effectiveness of ferry operations and services. It reduces the GNWT's exposure to service disruptions, and safety and environmental liabilities. Increased exposure to these shortcomings has significant negative effect to connecting communities and people, delivery of essential goods and fuel, cost of operations, and business reputation of the Department and GNWT. Failure to maintain DPA certification and a satisfactory SMS program will result in the ferries not being able to operate.

RESPONSIBILITIES

- 1. Oversees and manages GNWT ferry vessel certification, licensing and permitting, for compliance with federal acts, regulations and standards to maintain vessel operation.**
 - Leads the development of an organization of professional, technical and support staff capable of effective and efficient delivery of the ferry program.



- Collaborates with Transport Canada to advocate on northern matters with the *Canada Shipping Act* and represents the GNWT on requirements for compliance with *Canada Shipping Act* and regulations/guidelines.
- Represents the GNWT on development and implementation of the Polar Regulations.
- Represents the GNWT at the National and Regional Canadian Marine Advisory Council, Canadian Ferry Operators Association and advocates for Northern views.
- Reviews and provides comments and recommendations on existing and proposed departmental and GNWT policies, to maintain consistency with marine regulations and policy.
- Participates in federal assessment reviews of proposed regulatory changes and communicates the northern perspective and impacts of regulatory change, working collaboratively with Transport Canada in finding solutions to minimize impacts to northerners and that promote a more holistic approach.
- Represents the Department on federal review committees and attends marine conferences on behalf of the Department and speaks to northern issues.

2. Manages and develops programs including the Marine Safety Management System for the entire GNWT system of ferries and integrates and coordinates planning and response operations.

- Acts as the GNWT Marine Safety Management System (MSMS) DPA.
- Monitors the safety and pollution prevention aspects of a ship's operation, providing adequate resources and support, and coordinating the implementation of the GNWT's SMS, taking corrective actions as required.
- Provides oversight and advice on ferry certification matters that are necessary to maintain the GNWT system of ferry vessels in regulatory compliance and in operation.
- Interprets federal regulations, determines applicability to the GNWT systems and develops systems and framework to apply them to GNWT operations.
- Coordinates and corresponds with Transport Canada inspectors to maintain proper application and implementation of federal regulatory standards.
- Liaises with regulatory agencies and oversees their annual certification to verify that vessels are operated and maintained in strict accordance with all applicable regulations and address identified deficiencies to maintain continued operations.
- Manages the policies and procedures to support the implementation of MSMS.
- Establishes the standard operating standards for all ferries and all marine related infrastructure in accordance with sound marine practices.
- Coordinates the implementation of approved programs with the regions.
- Monitors annual regulatory requirements of regional staff to maintain certification of vessels. Assists regional staff to complete regulatory requirements in a timely manner.



- Oversees the development of emergency preparedness plans and monitors frequency and results of emergency drills.
 - Works with the Manager, Marine Engineering to develop and monitor preventative maintenance plans of vessels.
 - Works with regional marine managers and vessel captains to identify refit requirements.
- 3. Manages the development and implementation of annual vessel refit plan, seasonal launching of vessels, and end of season pull-out operations to maximize efficiencies and maintain continued operation.**
- Provides marine engineering knowledge in the development, design and supervision of vessel modifications and repairs.
 - Inspects all site operations and projects on a regular basis to verify quality work, contractor's methods and adequacy of contract administration procedures.
 - Provides professional and technical advice to the Regions related to the operation and maintenance of ferries and related infrastructure under their responsibility.
 - Assists in the planning and hosting of the Annual Marine Meeting.
 - Hosts monthly marine operations meeting with the Regions.
 - Hosts bi-monthly marine refit meetings to support regional refit operations.
 - Assists the regional marine managers in the development of refit planning.
 - Works with the Manager, Marine Engineering to identify specialized refit work required.
 - Develops and/or extends various “as and when” Standing Offer Agreements and Contracts to support refit operations and projects.
 - Oversees the satisfactory annual recertification of all ferry vessels systems.
 - Manages professional and technical teams including staff, consultants, contractors, and/or regional staff in the implementation of projects.
- 4. Provides guidance and advice about marine planning and infrastructure as it relates to ferries.**
- Provides timely and accurate advice to the Director on all issues related to marine transportation.
 - Develops and maintains a long-term capital plan for vessel maintenance, construction, and refits; oversees an operational plan for ferry development and identifies the financial, material, and human resources required to deliver safe and efficient service at current and anticipated demand levels.-term capital plan for vessel maintenance, construction, and refits; oversees an operational plan for ferry development and identifies the financial, material, and human resources required to deliver safe and efficient service at current and anticipated demand levels.
 - Oversees and updates the 20-year capital plan for marine transportation needs and identifies priorities for project advancement.



- Participates in the overall management of the Department by assisting in the development of departmental business plans and briefing notes, policies, programs and directives, and by regularly reporting on the progress and status of Operations and Maintenance (O&M) programs and on the financial status relating to ferry infrastructure and operations.
 - Prepares and presents briefing material on programs, services and issues with respect to marine transportation issues.
- 5. Manages the human and financial resources of the marine section and contributes to the management of the Division.**
- Leads and manages the GNWT Marine Section.
 - Establishes goals and objectives for the Marine section that complement the Division, Department and GNWT goals, and monitors and evaluates results.
 - Reviews and evaluates the Marine section's operation and takes action to set/adjust the section's goals and objectives.
 - Develops and recommends changes to standards and procedures.
 - Manages the Section's financial resources and variance, and takes or recommends actions as required to maintain adherence to financial authorities and budgets.
 - Leads and motivates the marine section team and provides effective feedback throughout the performance management cycle.
 - Establishes and directs training programs for the proper professional development of the Marine staff, the ferry crews and the contractors.
 - Provides support and guidance as required to Section's team, in line with individuals' abilities and encourages skills development.
 - Proactively works to develop and maintain effective working relationships within the section's team and with those the team interacts and participates in staffing actions.
 - Maintains effective public relations with the marine construction and maintenance industry, municipal and Indigenous governments, and the general public.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Time spent in the engine rooms and on the ferries will be required for approximately one day per month.



Sensory Demands

No unusual demands.

Mental Demands

Periodic travel is required to attend meetings and visit sites/ferries, approximately four times per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Transport Canada rules and regulations and marine industry and ability to engage in active discussions with regulators on application of rules and regulations to GNWT operations.
- Understanding of marine transportation management, planning, vessel design, repair and refit.
- Knowledge of crew training and developing Standard Operating Procedures for marine operations.
- Knowledge of contracts and project management phases and reporting techniques on project status to include budget and schedules.
- Knowledge of government financial resources and processes.
- Knowledge of risk management, risk assessment, best practices and industry standards for successful asset management.
- Problem solving, negotiation and consensus building skills.
- Ability to act confidently in challenging situations to accomplish tasks.
- Ability to analyze and evaluate complex issues and develop suitable approaches and options to effectively deliver department programs.
- Ability to coach or train to develop staff and promote their growth and career within the Department and the GNWT.
- Ability to lead in a manner that promotes group effectiveness, morale and productivity.
- Ability to make change in a dynamic fast-paced environment, respecting clients, and staff and integrating the change with existing work to effectively implement a change initiative.
- Ability to communicate effectively with all staff, clients and stakeholders verbally and in writing to gain their understanding and support, minimize conflict and confusion and establish effective working relationships that support mutual goals.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.



Typically, the above qualifications would be attained by:

A Master 500 gross ton domestic certificate or a 2nd class Marine Engineering certificate with minimum of five years of experience managing a fleet and the crew of Marine Vessels of 300 gross tonnage or more.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Eligible under the *Canada Shipping Act* to act as the Department's authorized representative and certificate holder.

Eligible to obtain their Designated Person Ashore (DPA) within six months following appointment and renew it every 5 years to remain in good standing.

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) Advanced (A)
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) Advanced (A)
 - WRITING SKILLS:
 - Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred