

SHIPBOARD TALENT ATTRACTION TEAM

POSITION DESCRIPTION FORM

POSITION	RSA Supervisor		
DEPARTMENT	Marine Operations - Security Services	DATE	October 2024

POSITION INFORMATION

Position Code:	2143	Total Salary:	3000 USD
Average Contract Length:	5/2	Tipping:	
Reports to (Aboard or Off Ship):		Chief Security Officer /Staff Captain	

Carnival Cruise Line is the most popular cruise brand in North America and operates a fleet of ships designed to foster exceptionally safe, fun and memorable vacation experiences at an outstanding value. Our company is committed to providing a diverse and inclusive work environment. Our focus is on continuous improvement and collaboration. Our employees have a responsibility to be accountable for all actions. We consider the environment in all aspects of our business and have a responsibility to put safety and sustainability first. We live and share a positive attitude that is based on fostering an environment of inclusion, trust, a willingness to listen, openness, and integrity. Doing this helps us to achieve our goal, which is to include FUN in everything we do!

Set sail on a new career with Carnival and help us bring the FUN to life aboard one of our fantastic vessels!

We're looking for dedicated individuals to join our Security team as RSA Supervisor.

The RSA Supervisor's primary responsibility is to prevent anyone from becoming intoxicated, to prevent anyone under the age of 21 from obtaining or consuming alcohol, to ensure that alcohol is consumed in a safe and responsible manner without danger to passengers or crew, and to ensure that the service and consumption of alcohol are conducted in accordance with company policies and procedures.

The RSA Supervisor shall:

- Be assigned to a specific bar location or locations as directed by the Chief Security Officer

(CSO/designee. It is envisioned that this person always remains in the assigned location(s) and that the focus is solely on RSA.

- Identify anyone that is becoming intoxicated and ensure they are given appropriate warnings at an early stage, and if deemed necessary, are not served any further alcoholic beverages until such time they are adjudged capable.
- Assist in preventing anyone from becoming intoxicated- efficiently supervise guest activities as x the nightly brief received by CSO.
- Assist service personnel in determining whether a passenger should be served—if necessary, engage the passenger in conversation to determine if service should be refused.
- Assist service personnel in addressing passengers that have been refused service.
- Ensure that passengers that have been refused service do not obtain any further alcohol from others.
- Ensure the appropriate parties are notified when a passenger has been refused service and that the appropriate records are updated.
- Ensure that anyone refused service is safe and that medical assistance is called if required.
- Ensure that RSA Supervisor is maintained throughout the evening. Operating hours may vary from cruise to cruise and from bar to bar—the CSO will set specific supervisory hours.
- Focus on RSA and responsible alcohol consumption and ensure incidents that require security is handled by uniformed Security personnel and not by the RSA Security Supervisor him/herself.
- Complete and file daily reports as required and specified by the NSO.

Other information

- Be a qualified Security Supervisor and meet all requirements set for a Security Supervisor.
- Have good interpersonal communication skills.
- Have completed the Company's RSA training module.
- Have completed the Company's RSA Customer Service training module.
- Be conversant in, and familiar with the effect alcohol and drugs have on the body.
- Be able to estimate/calculate the number of alcohol units a person can reasonably consume before becoming intoxicated.

Minimum Requirements: What do you bring to the table?

- Minimal 3 Years of proven experience
- High School Diploma,
- Basic STCW Training,
- English Language proficiency
- Always follow Carnival's Occupational and Health policies and procedures.
- Ability to work well with a team.
- Being a representative of Carnival Brand

Preferred Requirements: What would we love to see?

- Experience in a similar role onboard a cruise vessel.