**Operations Manager**

**Job Description & Regular Duties**

**Rowing Dock**

At Rowing Dock, our number one priority is ensuring that our customers have an exceptional, fun and memorable experience. We believe that 100% customer satisfaction is a reflection of our own team’s commitment to their job and sense of cultural connection to their organization and team members.

If you join the Rowing Dock crew, we promise the following:

* You’ll spend many of your days working in the Texas heat and sunshine (this is code for: must love the outdoors)
* You’ll have a team of people that will treat you like family
* You’ll work really hard, but feel it’s all worth it
* You’ll love your office (hint: it’s on the water)

**Summary:**   
The Operations Manager (OM) is a key member of Rowing Dock’s small but mighty executive team and reports to the General Manager (GM). You will be focused on executing Rowing Dock’s customer-centric operations strategy (ensuring that the dock, equipment and facilities are in top working condition; maintaining and updating our point of sale system; maximizing our customer experience and rental revenue). You will also be responsible for co-managing our team, with the support of your executive team members.

**Core Responsibilities:**

***Customers***

* Interact and engage with customers while on-site, looking for ways to ensure each customer leaves raving about their experience
* Resolve negative customer complaints by conducting thorough analysis of situation to find most effective solution
* Manage customer inquiries on Google and Yelp

***Team (a.k.a ‘Your Dock Family’)***

* Supervise current staff; interview, hire and train all dock staff
* Oversee staff shift scheduling and time-off requests
* Review staff portal to analyze, address and respond to day-of updates, questions or concerns raised by day-of manager
* Make day-of assessments to cut or increase staffing based on weather and volumes

***Operations***

* Manage rental fleet including regular evaluation of boats, management of repairs, boat warranty management and ensuring launch readiness at all times
* Implement rental procedures and good practices related to boat usage, boat handling, customer communications, boat storage, fleet maintenance, and quality control
* Handle vendor negotiations, purchase of supplies and maintenance of supply inventory
* Make adjustments and updates to point of sale system based on new offerings, merchandise or promotions; conduct testing
* Support GM to facilitate group bookings, private guided tours, and special events
* Support the Marketing Director with tasks related to merchandise sales, inventory management, planning and onsite support for photo shoots and events

**Previous Experience and Qualities:**

* LOVES being outside and spending long periods of time in the outdoors
* Strong leadership and management skills; passionate about team-development and growth
* Excellent verbal and written communication skills
* Organizational and project management skills
* Critical thinking and problem-solving skills
* Enjoys collaboration and working in a team setting
* Bachelor’s degree + 1 Year experience in similar field **OR** 3+ year’s equivalent experience
* Previous management experience and/or previous experience in customer service or hospitality industry

**Work Environment:**

* 60% outdoors with varying weather conditions ranging from 30-105 degrees Fahrenheit. Mostly warmer climate in direct sun ranging from 90-105 degrees, standing, bending, lifting 50-100 lbs.
* 40% Shared office environment sitting at a desk working on a computer and talking on the phone.

**Schedule Requirements:**

* Full-time position with a heavier workload during the peak rental season (March through October) and a lighter workload during the fall and winter months. This position requires night, weekend, and some holiday availability (holidays you could be asked to work are: Spring Break, Memorial Day, Independence Day, and Labor Day)
* Two back-to-back days off most weeks during peak season (historically March – October). During non-peak season (historically Nov – Feb), the schedule is significantly more flexible, which is very beneficial for those that like to take time off during the winter holidays (Thanksgiving, Christmas, New Year’s)
* This position requires a minimum commitment of one full year.

**Salary and Benefits:**

* Annual salary range is $40k-$45k and is commensurate with experience
* Ten days paid vacation + additional time off around the Christmas holiday
* Flex time is available within reason (e.g. if you want to take a long vacation and decide to work back-to-back weeks with no time off, you can apply your weekly time off to that vacation)