



Position Title: Operations Manager - Tybee Island Watersports

Position Overview: *Tybee Island Watersports is seeking a dynamic and experienced Operations Manager to oversee various aspects of our operations, including Point of Sale (POS), Reservations, Retail, Dock Operations and Tiki Captain. This role will be integral in ensuring the smooth and efficient functioning of our operations, particularly in areas such as jet ski rentals, boat rentals, and boat tours. The ideal candidate will possess strong leadership skills, exceptional organizational abilities, and a passion for delivering outstanding customer experiences in a waterfront environment.*

Key Responsibilities:

- Oversee the daily operations of Point of Sale (POS) systems, staff scheduling, ensuring accuracy, efficiency, and compliance with company policies and procedures.
- Manage reservations systems, including booking procedures, customer inquiries, and scheduling to optimize capacity and enhance customer satisfaction.
- Supervise retail operations, including inventory management, merchandising, and sales strategies to maximize revenue and customer engagement.
- Direct dock operations, overseeing the rental process for jet skis, boats, and coordinating boat tours, ensuring safety protocols are adhered to at all times.
- Develop and implement operational policies and procedures to streamline workflows, enhance efficiency, and maintain high standards of service.
- Train and mentor staff members in all operational areas, fostering a culture of teamwork, professionalism, and excellence in customer service.
- Collaborate with other department heads and management to identify opportunities for business growth, process improvements, and customer experience enhancements.
- Monitor and analyze operational performance metrics, generating reports and insights to inform decision-making and drive continuous improvement initiatives.



Qualifications:

- Bachelor's degree in Business Administration, Hospitality Management, or related field preferred.
- Preferred 2-3 years experience in watersports or excursion cruise operations.
- USCG Captains License is preferred, but not required.
- Proven experience in operations management, preferably within the leisure, tourism, or marine industry.
- Strong leadership skills with the ability to motivate and inspire a diverse team.
- Excellent communication and interpersonal abilities, with a customer-focused mindset.
- Proficiency in POS systems, reservations software, and Microsoft Office Suite.
- Ability to work flexible hours, including weekends and holidays, as required by the seasonal nature of the business.
- Boating experience and knowledge of marine safety regulations preferred.

Join us at Tybee Island Watersports and be part of a dynamic team dedicated to providing unforgettable experiences on the beautiful waters of Tybee Island. Apply now to embark on an exciting career journey with us!

Benefits & Compensation:

- Compensation and benefits depend upon the candidate's experience.
- This is a full-time position with flexible time off during the off season.
- This is not an official offer letter, and compensation will be discussed as an official offer is made.

