



## JOB DESCRIPTION

<b>TITLE:</b>	Assistant Manager	<b>LOCATION:</b>	Ritz-Carlton (Lake Oconee)
<b>REPORTS TO:</b>	Operations Manager	<b>STATUS:</b>	Non-Exempt (Hourly)
<b>SUPERVISES:</b>	Dock Hands	<b>PAY RANGE:</b>	\$12-\$14/hr

**JOB SUMMARY:** Responsible for assisting Operations Manager in managing and overseeing operations at the Ritz-Carlton Lodge, Reynolds Plantation location by maintaining customer relationships, responding to inquiries, obtaining reservations both over the phone as well as online using our web-based reservation system and acting as a liaison between the Lodge and the rental customers to provide the highest level of customer service possible. Will be expected to assume responsibilities of Operations Manager when they are off-site. All of this needs to be accomplished while maintaining a professional appearance. Expected to adhere to the standards and expectations of the Ritz-Carlton Lodge.

Supports and contributes to the mission, vision and values of the company:

**Mission:** To provide a memorable water sports experience for rental customers

**Vision:** To deliver the highest quality watercraft, maintain a professional demeanor, and create a lasting impression with each and every rental customer.

- Values:**
- Accountability-* We are personally and collectively responsible for delivering on our commitments.
  - Collaboration-* We communicate effectively with fellow employees and supervisors.
  - Compassion-* We act with kindness and respect for all those we serve.
  - Excellence-* In whatever we do, we do it with a dedication to be the best.
  - Integrity-* We uphold the highest standards of honesty and integrity in all that we do.
  - Investment-* We have a commitment to the growth and success of the rental business.
  - Adaptability-* We proactively pursue continuous improvement.
  - Service-* We strive to provide an experience that exceeds our customers' highest expectations.
  - Teamwork-* We will respect and supports one another in achieving our goals and mission.
  - Balance-* We strive to operate a professional rental company with a focus on customer service to invest in our future.

### REQUIRED QUALIFICATIONS

<b>Education</b>	High school diploma or equivalent
<b>Experience</b>	2+ years of management and customer service experience
<b>Licensure</b>	N/A
<b>Skills</b>	Ability to aid in the supervision of a team of staff and model positive behavior, organize and maintain work flow, provide effective leadership, and exercise independent critical judgment. Excellent customer service skills and communication skills, ability to work in a fast-paced work environment, work with little supervision, high level of computer skills and proficient email correspondence.
<b>Environment</b>	Outdoor environment onsite at the Ritz-Carlton Lodge beachfront and dock. Due to the location and time of year, will be exposed to high temperatures and humidity.
<b>Hours of Work</b>	Expected to work long hours on any day of the week during peak season as well as assume responsibilities of Operations Manager when needed.
<b>Travel</b>	Requires a moderate amount of travel.
<b>Physical Requirements</b>	This position requires a moderate to high level of physical activity. May be required to occasionally lift items of up to 50lbs. Requires frequent computer use.

### PREFERRED QUALIFICATIONS

<b>Certification</b>	CPR, Boater Education Certificate and Towed Water Sports Credentials
<b>Experience</b>	Working knowledge of boat and jet ski operation and maintenance.

<b>JOB FUNCTIONS</b>	
<b>1. Leadership</b>	<ul style="list-style-type: none"> <li>• Effectively lead and engage staff, conveying to them their importance to the overall success of the company.</li> <li>• Support and execute Operations Manager’s decisions.</li> <li>• Provide regular and frequent feedback to Operations Manager on a weekly basis.</li> <li>• Able to work with little supervision.</li> </ul>
<b>2. Operations</b>	<ul style="list-style-type: none"> <li>• Responsible for helping maintain records concerning financial transactions. This includes daily reports sent to main office.</li> <li>• Schedule hotel guests for rentals using our web-based reservation system.</li> <li>• Keep detailed craft maintenance records. Ensure watercraft receive proper maintenance based on manufacturers’ guidelines. Report all damaged craft to your supervisor.</li> <li>• Conduct routine examination of all rental and safety equipment and keep detailed records.</li> <li>• Maintain a clean and safe work environment reflective of company standards and goals.</li> </ul>
<b>3. Communication</b>	<ul style="list-style-type: none"> <li>• Responsible for communicating with concierge, management, recreation staff and all other employees who work in conjunction with the rental program.</li> <li>• Accept constructive feedback in a positive manner and use feedback to develop plans for improvement.</li> <li>• Help create a positive work environment for staff and customers.</li> <li>• Effectively handle stress, an increased workload, and/or workplace challenges in a calm and professional manner.</li> <li>• Return phone calls and emails in a timely manner and communicate often to appropriate supervisors.</li> </ul>
<b>4. Personal and Professional Management</b>	<ul style="list-style-type: none"> <li>• Willing to take initiative to get things done.</li> <li>• Handle stress and cope with frustrations.</li> <li>• Comply with organization’s policies and procedures.</li> <li>• Ensure integrity in areas of compensation (worked and non-worked time), work-related expenses, use of company equipment and resources, and additionally hold dock staff accountable for the same.</li> <li>• Take responsibility for actions, accept responsibility for mistakes and report self-errors to immediate supervisor in a timely manner.</li> <li>• Expected to adhere to the standards and expectations of the Ritz-Carlton Lodge.</li> <li>• Responsible for upholding the highest level of professionalism and customer service.</li> <li>• Protect Young Harris Water Sports from litigation by following all policies and procedures established by company regarding Boat and Jet Ski rental operation.</li> <li>• Required to sign the Young Harris Water Sports employee handbook and familiarize yourself with company policies.</li> </ul>
<b>5. Teaching and supervision</b>	<ul style="list-style-type: none"> <li>• Introduce and demonstrate new techniques, equipment or industry trends to staff.</li> <li>• Assist in the coordination of new programs for your location.</li> <li>• Ensure new/current employees receive all proper orientations and training (Ritz-Carlton/YHWS employee orientation, Boater Education, Towed Water Sports Credentials, etc.)</li> </ul>

## **ACKNOWLEDGEMENT**

I have read this job description (or had it read to me) and completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my company without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor. I understand that if at any time I am unable to perform the duties as outlined here, I must contact my immediate supervisor.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date