



JOB DESCRIPTION

TITLE:	Operations Manager	LOCATION:	Ritz-Carlton (Lake Oconee)
REPORTS TO:	CEO and/or Director of Operations	STATUS:	Exempt
SUPERVISES:	Assistant Manager and Dock Hands	PAY RANGE:	\$40K-\$50K

JOB SUMMARY: Responsible for managing and overseeing all 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. 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

Education	Bachelor's Degree and/or Equivalent Related Experience
Experience	5+ years of management experience
Licensure	N/A
Skills	Ability to supervise a team of support 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 to no supervision, high level of computer skills, proficient email correspondence, and generate the following: complex spread sheets, promotional material, contracts for service and professional business documents.
Environment	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.
Hours of Work	Expected to work long hours on any day of the week during peak season.
Travel	Requires a moderate amount of travel.
Physical Requirements	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

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

JOB FUNCTIONS	
1. Leadership	<ul style="list-style-type: none"> • Effectively lead and engage staff, conveying to them their importance to the overall success of the company. • Support organizational decisions, policies and procedures and philosophies by modeling professional behavior, and holding staff accountable for meeting company and position expectations. • Provide regular and frequent feedback to staff on a weekly basis and conduct annual performance reviews in a timely manner. • Able to work with little or no supervision. • Responsible for company profitability and growth, expanding current revenue streams and developing new opportunities/programs.
2. Operations	<ul style="list-style-type: none"> • Responsible for maintaining all records concerning financial transactions. This includes daily reports sent to main office. • Schedule hotel guests for rentals using our web-based reservation system. Responsible for keeping the hotel staff trained to use the reservation system. • Work closely with MSE staff to ensure we are accurately and efficiently meeting the needs of potential group and corporate clients. • Keep detailed craft maintenance records. Ensure watercraft receive proper maintenance based on manufacturers' guidelines. Report all damaged craft to your supervisors and facilitate repairs to craft. • Conduct routine examination of all rental and safety equipment and keep detailed records. • Maintain a clean and safe work environment reflective of company standards and goals.
3. Communication	<ul style="list-style-type: none"> • Give feedback regarding performance and maintain complete and accurate operational records. • Responsible for communicating with concierge, management, recreation staff and all other employees who work in conjunction with the rental program. • Accept constructive feedback in a positive manner and use feedback to develop plans for improvement. • Create a positive work environment for staff and customers. • Effectively handle stress, an increased workload, and/or workplace challenges in a calm and professional manner. Model professional communication methods to all staff. • Arrive early or on time to meetings, return phone calls and emails in a timely manner, meet deadlines and commitments and communicate often to appropriate leadership and team members as to the status of goals and projects.
4. Personal and Professional Management	<ul style="list-style-type: none"> • Accountable for actions and model behavior, which sets a high standard of performance. • Openly support organizational changes and initiate required operational changes. • Willing to take initiative to get things done. • Handle stress and cope with frustrations. • Comply with organization's policies and procedures. • Ensure integrity in areas of compensation (worked and non-worked time), work-related expenses, use of company equipment and resources, and additionally hold staff accountable for the same.

	<ul style="list-style-type: none"> • Take responsibility for actions, accept responsibility for mistakes and report self-errors to immediate supervisor in a timely manner. • Expected to adhere to the standards and expectations of the Ritz-Carlton Lodge. • Responsible for upholding the highest level of professionalism and customer service. • Protect Young Harris Water Sports from litigation by following all policies and procedures established by company regarding Boat and Jet Ski rental operation. • Required to sign the Young Harris Water Sports employee handbook and familiarize yourself with company policies.
5. Resource Management	<ul style="list-style-type: none"> • Effectively and efficiently utilize resources to maximize productivity, performance and profitability. • Look for areas of improvement to decrease costs and/or increase profitability. • Assure operational and organizational fiscal responsibilities are met. • Ensure that adequate staffing is maintained at your location and make adjustments as necessary, working with your supervisors. • Review and approve all staff payroll and expense reports, ensuring compliance with all federal, state and company regulations, working with your supervisors.
6. Marketing	<ul style="list-style-type: none"> • Demonstrate a desire to grow your location into the surrounding community. • Create and distribute promotional materials throughout the Ritz-Carlton Lodge and surrounding community to increase sales and profitability.
7. Teaching and supervision	<ul style="list-style-type: none"> • Introduce and demonstrate new techniques, equipment or industry trends to staff. • Assist in the coordination of new programs for your location. • Ensure new/current employees receive all proper orientations and training (Ritz-Carlton/YHWS employee orientation, Boater Education, Towed Water Sports Credentials, etc.)

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