



Unforgettable journeys.

Watermark is hiring a Director of Guide Operations. Great opportunity.

Watermark. Tours, Charters, Cruises, is a premiere Maryland attraction; the largest and most authentic provider of history, culture and fun on land and sea in the upper Chesapeake. We host hundreds of thousands of guests annually, and our goal is to find a way to say “yes” to our clients. Our culture is entrepreneurial and deeply rooted in good customer service. We are headquartered in Annapolis, MD, with operations in Annapolis and Baltimore. This is a beautiful part of the country.

We’re hiring someone to lead our land-based tour operation, managing our 50+ tour guides. Please read this entire document and then let us know if you are interested.

The Opportunity

Watermark has been in the tour and charter business in Annapolis since 1972. We have a solid operational base, including 13 vessels and a significant guided tour operation, and we execute well. Our guests are overwhelmingly pleased with our services. Our tour offerings are first rate, and our guides by far the best-trained and most passionate about sharing the history, culture, and fun of our region with tens of thousands of guests each year, ranging in age from elementary school children to seniors.

We are looking for an experienced, knowledgeable hands-on manager to deliver Watermark’s brand profitably; to exude, inspire and assure that warm, caring, accommodating and knowledgeable reception and service be provided to all WATERMARK guests and callers; someone who is organized, personable, has good computer skills, the ability to multi-task, to manage people and enforce policies. An appreciation of history, particularly 18th century history, is necessary for relating to the tour guide force. The individual should be assertive, flexible, positive, detail-oriented, creative and a problem solver. As with all of the Watermark team, job performance should include the goal of excellence and delivering the mission and the brand.

Hours are somewhat flexible in our seasonal business, but our expectations for output are very high.

Pay includes salary and benefits.

Basic Requirements:

- Be able to manage and motivate people
- Be able to walk up to two miles at a time on uneven streets and sidewalks.
- Be able to problem-solve in real time without getting flustered.
- Have the ability to work with various software including Microsoft Office, all modules.

How to apply

1. Put together a CV or resume.
2. Tell us about your management skills and how you motivate personnel. A brief overview of your career would be terrific.
3. Learn all about us on www.watermarkjourney.com and annapolistours.com
4. Provide an example of how you problem solve
5. E-mail it all to Debbie@watermarkjourney.com. We will keep your application confidential.

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