



Unforgettable journeys.

**Winter, 2018-19**

**Watermark is hiring an Operations Manager. Great opportunity, experience necessary.**

**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, a beautiful place to live, and our vessels operate in the harbors of Annapolis and Baltimore.

We’re hiring someone to be part of our vessel operations’ management team. Please read this entire page 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 12 inspected vessels and one non-inspected vessel in two cities, and we execute well. We have a reputation with the U S Coast Guard, our regulatory agency, as a leader in safety and security, in the physical condition of our vessels, and training of our employees. Our safety record and customer service reputation are superior.

We are looking for an experienced, knowledgeable hands-on manager; someone who can motivate, prioritize, lead, manage, and support our seasonal operations staff in and work well with co-managers. We are looking for someone who will ensure we can deliver our promises to our customers; someone who can communicate with our maintenance and sales staff, and maintain excellent relationships with the Coast Guard, other government officials, customers, and co-workers; someone who understands accountability and resource prioritization; someone who understands responsibility and the benefits of consistent policy and procedure enforcement; someone who performs with integrity at all times; and someone who is a fully-functioning member of a leadership team. Pay includes salary and benefits. For a small business, Watermark offers generous benefits for full-time employees.

Requirements: A personal vehicle to travel to and from work  
The ability to be reached 24/7 in case of emergency  
Preferred: 100-ton USCG Master’s License  
Superior boat handling skills.

**How to apply**

1. Put together a CV, listing your management experience. A brief overview of your career would be terrific.
2. Learn all about us on [www.watermarkjourney.com](http://www.watermarkjourney.com).
3. Provide an example of how you handled an emergency and an example of how you solved an unusual employee problem.
4. Provide any information about boats you have worked on and/or driven.
5. E-mail it all to [Jake@watermarkjourney.com](mailto:Jake@watermarkjourney.com). We will keep your application confidential.