



Unforgettable journeys.

Watermark is hiring a Merchandising and Retail Program 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, with operations in Annapolis and Baltimore. This is a beautiful part of the country.

We’re hiring someone to lead the retail side of our vessel operations, managing concession and beverage service programming. 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 12 inspected vessels and one non-inspected vessel, and we execute well. Our guests are overwhelmingly pleased with our services. 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 and inspection records are superior.

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. To formulate and monitor department goals, supervise and train concessionaires and bartenders; responsible for purchasing, merchandising, and managing inventory to optimize profitability and minimize waste and shrinkage; manage retail program including branding, buying, working with sales to market initiatives. Someone who can actively embody, inspire and teach the core values to all employees; someone who can negotiate the best value for products and services, and who is ahead of the curve on implementing new technology effectively. Hours are 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 work on passenger vessels, including accessing storage holds
- Ability to work with various software including Microsoft Office and Point-of-Sale systems

How to apply

1. Put together a resume, listing your retail and purchasing experience.
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.
4. Provide an example of how you problem solve
5. E-mail it all to Jake@watermarkjourney.com. We will keep your application confidential.

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