

**Watermark®**

**Baltimore Operations Manager**



Position Summary

The Operations Manager is primarily responsible for overseeing the daily vessel operations as well as working on systems to improve operational accuracy and efficiency. Watermark operates in Baltimore and Annapolis and operates vessels and walking tours both for public and private events. Each line of business supports our mission of providing unforgettable journeys for our guests in the Chesapeake Bay area. The Operations Manager will have a hand in all aspects of the business with emphasis on safety and training of all employees assigned to their location. The Operations Manager supports and communicates with sales, marketing, inventory, and maintenance departments. This position reports to the Director of Vessel Operations and works closely Watermark leadership to develop and deliver our brand essence and mission.

Job Duties and Responsibilities

The primary functions of these positions are required during the operating season of mid-March through October. The Operations Manager will be hired to manage the Baltimore location.

Specific functions of each Operations Manager include:

- A. Manage daily operation of Watermark® cruises, vessels, guests, and employees. Passenger and crew safety is a top priority.
- B. Enforce and have detailed knowledge of all company policies.
- C. Supervise and arrange training for all on-site Vessel Operations personnel (captains, bartenders, crew, and ticket agents)
- D. Ensure assigned shifts on the employee schedule are confirmed.
- E. Attend weekly operations meetings and be knowledgeable about cruises/charters that depart from your location
- F. Report to and maintain constant communication with the Director of Vessel Operations. Also communicate with sales, maintenance, and administrative departments as necessary for successful functioning of the business.
- G. Manage daily cash and credit card deposits and reports.
- H. Prepare, reconcile, and report daily banks/cash drawers.
- I. Make daily bank deposit.
- J. Managing fueling of vessels assigned to your location.
- K. Manage daily reporting within your assigned location including those prepared by vessel staff.
- L. Be conscious of local Bay and River weather conditions at all times a Watermark vessel in your fleet is underway.

M. Understand and enforce USCG regulations.

N. Maintain diplomatic relationships with Visitor's Centers, Harbormasters, DNR Police, USCG, local law enforcement, elected officials, business partners.

O. Understand and adhere-to the Daily Operations Procedures document for the location you are managing.

P. Assist in management of Vessel Operations programs such as training, security, and compliance.

Q. All other duties as required.

R. Promote the company at all times and deliver the brand: Watermark immerses people in the history, culture and fun of the Annapolis area more completely than any tour or charter company. Whether you want to learn or just enjoy, no one else offers so many ways to experience this special place, both by land and by water, in less than an hour or as long as you like. We originated the idea of giving our guests a truly authentic Annapolis experience over thirty years ago. Our unique training program ensures that everyone in the company, from period-dressed tour guides to captains to event planners, are the people that share that experience in the most interesting and exciting way.

#### Compensation and Commitment

A. Manager will work no fewer than 22 days per month during the peak operating season in the role of operations manager.

B. Manager will be responsible for operations duties on all days on duty at their assigned location.

C. Manager will accept and successfully handle additional programs and/or tasks as requested by the Director of Vessel Operations that support the needs of Watermark® during the entire year.

D. Duty locations and schedule may be altered to accommodate future needs of Watermark®.

E. Full-time employees are eligible for:

a. Participation in the company's retirement plan.

b. Participation in the company's health insurance plan.

c. Paid leave, to be used in off-season.

To Apply: Please send your CV to [aaron@watermarkjourney.com](mailto:aaron@watermarkjourney.com) to express interest in the position.