

## Job Description

**Position:** Sky High Operations Manager

**Reports to:** General Manager (GM), Assistant General Manager ARM Executive Team, Regional Director of Operations, Ownership

**Oversees:** All Operations facilities, related personnel, and programs

**Job Classification:** Exempt, full-time, year round

### Job Scope/ Summary:

The position of Operations Manager encompasses the administration, operations, and on-going evaluation of all operating elements at Turtle Island Sky High, including all water attractions, maintenance and staff. The position serves as a member of the Executive Team and is an integral part of the entire Turtle Island Sky High strategic initiative. This individual is responsible for ensuring all staff and operating standards in Operations area including Park Services upholds the maximum level of safety, cleanliness, upkeep, efficiency and guest experience and satisfaction.

### Essential Job Responsibilities and Functions:

- Develop, administer, implement, and monitor all Operations department operations, including standard operating procedures in all areas.
- Ensure proper training, performance, certification and accountability of lifeguards and attendants, and all programs therein associated and as prescribed by Jeff Ellis and Associates, property insurance carrier, ARM, LLC, and all Federal, State, Local, and agency standards. Places the highest priority on aquatic safety and develops the staff to understand and value the same priority for safety.
- Assist in developing, administering, implementing and monitoring guest experience and related programs in all designated zones.
- Assist in developing, administering, implementing and monitoring and embrace all aspects of the Turtle Island Sky High service culture.
- Acquire necessary knowledge of all mechanical and POS systems within aquatic facility and demonstrate ability to operate and troubleshoot, as necessary.
- Assist in developing, administering, implementing an effective staffing plan.
- Assist in creating zone position charts for Sky High areas.
- Work extensively with engineering to develop and maintain a Preventative Maintenance, cleaning, and tracking program for equipment and facilities in the Operations department. This includes all back of the house and related areas.
- Be on the floor the majority of service time providing direction to staff and observing the operation. Rotating around all areas continuously and with full awareness of all activities.
- Assist in developing, administering, implementing and monitoring a consistent system of reporting and record keeping for the Operations department, including staff training and certifications, staffing rosters, and rotation sheets.
- Maintain inventory on all attraction supplies and equipment; and uniform items
- Hold regular, documented Operations Team Meetings (ATM) and Continuous Improvement Training (CIT). Demonstrate follow-up, follow-through, and continuous improvement through the proper use of team meetings and team feedback.
- Represent Operations on the Executive Team as part of Turtle Island Sky High strategic plan.
- Serve as the Manager on Duty on any scheduled date as needed.
- Attend all leadership and supervisor meetings as scheduled. Be a productive and integral member of the Leadership Team. Foster good team relationships, actively participate in profitability discussions,

be highly aware of property and team goals and how to accomplish the Operations Department portion of those.

- Balance the operation of the Operations Department in relation to the goals set forth for the entire Turtle Island Sky High operation, including: Guest Satisfaction, Associate Satisfaction, Sales and Revenue Budget and Profitability, Community Presence and Support and Ownership goals.
- Assist the General Manager with all daily operations and projects as assigned
- Act as liaison for the General Manager in their absence

**Position Requirements (Knowledge, Skills and Abilities):**

- Bachelor’s Degree from accredited college with concentration in Recreation, Public Administration or closely related field, AND/OR (1) year experience working in aquatics, recreation, or amusement environment, preferably with at least one (1) year of supervisory experience, OR an equivalent combination of closely related education, experience, work and training in an environment of similar size and scope.
- Obtain a Food Handler’s Certification within 30 days of hire date
- Proven track record of building a strong team, fostering an environment of respect, open communication, problem solving, priority for the guest and highest regard for life safety.

**Working Requirements:**

- Must have the availability to work all shifts, during normal operating hours of the Sky High. The Operations Director will work a minimum 45 hour week. Act as Manager on Duty on three shifts per week, at minimum.
- Must work weekends and holidays as needed (any prior commitments must be addressed before starting date).
- Must be able to stand for extended periods. Ability to bend, kneel, reach, push and pull while performing job tasks. Must be able to lift 75 lbs or greater.

**Please note:** This job description serves as a guide for new associates to understand their role and what is necessary to fulfill the responsibilities of this position. It is not a complete list of every task that may be required in this job role. Job tasks may change from time to time, with or without notice, at the discretion of ARM, LLC, Turtle Island Sky High and Ownership. ARM, LLC and Turtle Island Sky High provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. Selection is based on the candidates whose background, qualifications, and any preferences requested from the hiring manager that most likely closely match the requirements for the job.

I have read and understand the content contained in this job description and have addressed all questions or concerns related to the requirements of this position.

**Associate Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Management/HR Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_