



Title: Director of Operations, GWC Boathouse

Job-type: Full-time

Salary: \$40,000/year

Position Description:

Genesee Waterways Center (GWC) maintains facilities for rowing programs, boat storage, kayak rentals and miscellaneous on-the-water programs on the Genesee River. In addition, GWC maintains a whitewater park operation at Lock 32 on the Erie Canal. The GWC Director of Operations will be responsible for execution, coordination, and oversight of the responsibilities listed below.

Position Responsibilities:

- Manages organizational effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining employees; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
- Develops strategic plan by studying financial and program opportunities; presenting assumptions and recommending objectives to the Board of Directors monthly.
- Accomplishes subsidiary (River and Lock 32) objectives by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
- Coordinates efforts by establishing/maintaining program, operations, marketing, facilities, fiscal, and customer services policies and practices; coordinating actions with GWC staff, coaches, contractors, assistants, instructors, and the Board of Directors.
- Builds GWC presence and image by collaborating with customers, government, community organizations, and employees; enforcing ethical business practices.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed, supporting fundraising efforts, seeking out grant opportunities, and working with the Board of Directors to apply for grants.
- Receives guidance from the Board of Directors.

Benefits and Compensation:

- **\$40,000 starting salary**
- **Bonus and incentive opportunities**
- **Health benefits**
- **Paid time off**



General Manager Skills and Qualifications:

- The successful applicant will be self-motivated, have a can-do attitude and the willingness to go above and beyond. If you do not know the answer to something you will seek the knowledge necessary to answer the question to resolve issues quickly. You will have excellent communication skills via written and phone communications.
- Excellent computer skills and a good grasp on mobile technology are required. You must learn quickly and seek additional knowledge when necessary.
- Program Development, Staffing, Management Proficiency, Coordination, Coaching Employees, Developing Standards, Financial Planning and Strategy, Process Improvement, Decision Making, Strategic Planning, Quality Management
- 3-5 years experience management experience
- Bachelor's Degree required
- Must have access to reliable and/or personal transportation.
- Must be able to remain in a stationary position 50% of the time.
- Must be able to traverse the office, boathouse, and docks to access boats and kayaks.
- Occasionally ascends a ladder to access boats or perform basic maintenance.
- Must be able to determine poor weather conditions from long distances.
- Must be able to move equipment weighing up to 50 pounds from the boathouse to our docks for customers or other miscellaneous purposes.
- Must be able to work in outdoor weather conditions year-round.

Additional:

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time;

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned; or

This job description is subject to change at any time.

The Genesee Waterways Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Genesee Waterways Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Genesee Waterways Center expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin,



age, genetic information, disability, or veteran status. Improper interference with the ability of the Genesee Waterways Center's employees to perform their job duties may result in discipline up to and including discharge.

Please submit a cover letter and a resume to jobs@geneseewaterways.org