



**Water Safety Consulting
& Pool Management, LLC**

815 West Joppa Road Towson, MD 21204 Phone: 410-213-5151 Email: watersafetyconsulting@yahoo.com

Position Title: Director of Operations	
Position Type: Part-Time	Reports to: Owner
<p style="text-align: center;">Job Description</p> <p>The Director of Operations maintains high standards of customer service, open and timely communication, and leadership. Under the direction of the Owner, accurate records of courses, facilities, clients, and instructors are maintained. The Director of Operations will help to stimulate new ideas, monitor course logistics, and enhance the overall course offerings program nationwide. The Director of Operations works cooperatively with the Owner, President, Director of Recruitment/Training/Retention, Instructors, Instructor Trainers, and Lifeguards to maintain an organized and professional environment.</p> <p style="text-align: center;">Essential Job Functions</p> <p>Director of Operations shall:</p> <ul style="list-style-type: none">• Collaborate with all team members to effectively coordinate the scheduling, advertising, and execution of Health and Safety classes in all of the firm’s geographic markets.• Engage and involve lead instructors, in each geographic market, to establish market specific procedures and protocols for all aspects of course offerings.• Collaborate with instructors and facility contacts to ensure coordination of dates and times for all course offerings.• Communicate with customers/clients with regard to their scheduled courses.• Oversee entry of all American Red Cross course records.• Oversee, as needed, <i>Water Safety Consulting’s</i> LTP agreement with the American Red Cross including the addition, deletion, and modification(s) of all instructors.• Monitor the expiration dates of employee instructor certification expiration dates. And, assist in the certification renewal process.• Coordinate inventories of company owned equipment as well as company products available for purchase.• Assist in locating new facilities to utilize for courses; new markets for course offerings; and new instructors.• Meet, as needed and via video conferencing, with other team members.	

“Ensuring Safety; Providing High Levels of Customer Service; Maintaining Facility Quality”

- Demonstrate an understanding of company policies and protocols and be available, during pre-established hours, to instructors and customers for questions and clarifications.
- Maintain working lists of scheduled courses; assigned instructors; client registrations and orders; scheduled facility usage; and other operationally necessary spreadsheets and documentation.

To Apply:

Please submit via email (watersafetyconsulting@yahoo.com): 1.) Completed [Application](#)

2.) Resume

3.) Two professional references