

Goldfish Swim School - Webster

We're a rapidly growing, award winning franchise that is not your typical company! We change lives. We help children reach their goals.

Job Title: General Manager

Reports to: Owner

Summary: Oversees the quality and success of Goldfish Swim School daily operations including staffing, pool operations, cash management, customer service, retail and vending department, private party operations and workplace employee activities.

Duties and Responsibilities:

- Directs and controls the daily operations to ensure the school is running per GSS standard operating procedures.
- Manages the staff of GSS to ensure high productivity, excellent performance and positive employee satisfaction.
- Trains and oversees aquatics department to provide superior swim instruction to the students of GSS. Interacts with the Deck Supervisors and Lead Teachers on issues related to class scheduling, student progress, customer service and employee performance and training.
- Provides sales and marketing training to all qualified sales staff.
- Provides direction in the retail and vending departments to ensure a proper mix of products and pricing is achieved.
- Trains and oversees private party staff to ensure that the GSS standard operating procedures are being maintained.
- Gains knowledge and experience in the Links software to achieve a high level of competence in bookings, class scheduling, reporting and administrative functions.
- Gains a high level of knowledge and experience in the GSS pool operations necessary to maintain a safe and sanitary swim environment.
- Initiates and oversees workplace employee activities ("Fun" Department) with the goal of achieving improved employee satisfaction.
- Directs and oversees the implementation of the Emergency Action Plan (EAP) and all safety procedures that pertain to the GSS facility. Trains all current staff on the GSS EAP.
- Maintains current certifications and stays up-to-date professionally on the aquatics and management field.
- Schedules staff and manages payroll.
- Fulfills other duties and responsibilities as assigned by the Employer.

Education/Experience: High school diploma or GED required. Bachelor's degree in recreation management, business administration, communications or equivalent is desired. Experience as youth sports instructor/coach, camp counselor or aquatics instructor/supervisor is preferred. Three to five years management experience is preferred.

Certificates and Licenses: Ellis Lifeguard, Ellis Lifeguard Instructor, Ellis CPR/AED and Ellis First Aid certifications required. (May be obtained later if applicant possesses the equivalent certifications from another nationally recognized training provider)

Work Environment: While performing this job, the employee is regularly exposed to heat and humidity. Noise level is usually moderate.

Goldfish Swim School Webster is a learn-to-swim facility for kids ages 4 months to 12 years. Our proven confidence-building curriculum promotes a love of swimming and teaches children to be safer in and around the water. For additional information see <https://www.goldfishswimschool.com/webster/>

NOTE: The information within this posting is not all-inclusive and may be subject to change.

Webster Swim Club LLC is an Equal Opportunity Employer.

All associated locations are independently owned and operated by a franchisee. Your application will go directly to the franchisee, and all hiring decisions will be made by the management of that franchisee. All inquiries about employment at this franchise should be made directly to the franchisee, and not to Goldfish Swim School Corporate.

Apply:

Please Contact: Swimwebster@goldfishss.com

Please Include: Cover Letter, Resume, Contact information