



General Manager

Goldfish Swim School - Glen Ellyn

Contact Name: Emily Ryan

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Closing Date: 2024-05-10

Salary: \$65,000 - \$70,000

Description:

Goldfish Swim School in Glen Ellyn, IL is looking for a highly motivated leader to join our fast paced and fun loving team. Applications for this position will be closed on 5/10/2024, post will be closed sooner if the right candidate is found, please apply asap if interested.

A successful candidate possesses the following characteristics:

- **Loves people management and all of the challenges and triumphs that come with**
- **Has a keen eye for detail**
- **Can handle having a hand in many aspects of the business**
- **Is or can become passionate about the mission of teaching kids to swim and be safe around the water**
- **Has strong operational experience**
- **Has some grassroots marketing experience**
- **Understands the importance of building strong relationships**
- **Comfortable with on-the-spot problem-solving in stressful situations**
- **Ability to quickly pivot or regroup when things don't go as planned**

Goldfish Swim School in Glen Ellyn is a part of a franchise group- with that the General Manager will work closely with the General Managers from other locations- having the opportunity to learn from and contribute to this leadership group in a way that provides both personal and professional growth.

Benefits:

- **Competitive pay**
- **Health Benefits**
- **Paid Vacation**
- **Bonus Structure**
- **Positive Work Environment**
- **Retirement Contribution**

Requirements:

- **Ability to work with children**
- **Some evenings until 8pm (~3/week) and one weekend day per week**

- 3+ Years of people management experience
- Excellent interpersonal communication and organizational skills
- Must pass background examinations (included with training)

Job Title: General Manager

Reports to: Regional Manager

FLSA Status: Exempt

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 the 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 iClassPro 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.

Certificates and Licenses: Lifeguard CPR/AED and First Aid certifications required but can be obtained within 45 days of employment

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

Key Words: Management, Leadership, Director, Aquatics, Fun Job

Goldfish Swim School 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 goldfishswimschool.com

NOTE: The information within this posting is not all-inclusive and may be subject to change. Employee to fulfill other duties and responsibilities as assigned by the 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.