



Operations Manager

Employment Type

Part-time

Hours

10-20 hours a week

Location

Hybrid (Virtual and NYC)

Pay

\$20-23 per hour

What is Black People Will Swim?

Black People Will Swim's sole mission is plain and simple: it's smashing the stereotype that Black people don't swim through our acronym F.A.C.E. encouraging our community to F.A.C.E. their fears by making swimming Fun, building Awareness, building Community, all through Education.

Job Description

As the Operations Manager, you will oversee operational activities at every level, from managing customer service and registration to ensuring the staff has their schedule. In this role, we seek someone who is solution-oriented, a leader at heart, and passionate about making swimming accessible to all. This person is committed to seeing projects to the end and ensuring that there is a constant communication between all parties, staff and the founder. Below are the responsibilities of this role.

Responsibilities

- Manage daily operations of the swim program at the York College location.
- Assist in managing the schedule of classes and programming.
- Assist with developing, implementing, tracking, and controlling the department budget, in accordance with company guidelines. Actively participate in training sessions, designated meetings, and special events.
- Assist in scheduling make-up classes, being knowledgeable in customer relations platforms, and ensuring participants have the best experience.
- Improve operational management systems, processes, and best practices.
- Find ways to increase the quality of customer service.

Skills and Qualifications

- In this role, the operations manager will supervise lifeguards, swim instructors, and maintain relationships with participants and their families.
- Ability to work well on a team and follow directions.
- Working knowledge of softwares: iClassPro, Google Sheets, email, and more.
- Strong skills in budget development and oversight.
- Proficiency in conflict management and business negotiation processes.