

LAKE COUNTY PARKS & RECREATION

Job Description

Position Title: *Operations Manager*

Park Location: *Deep River Waterpark*

Division: *Park Operations*

Supervisor: *General Manager at Deep River Waterpark*

Classification: *Exempt*

Salary: \$59,229

Primary Responsibilities: Under supervision of the general manager, responsible for the daily operations at Deep River Waterpark.

Essential Functions of the Job: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- * Provides exceptional customer service to park visitors in a courteous, friendly, tactful manner.
- * Responsible for the daily waterpark and ice skating operations.
- * Supervises park services, admissions, and retail departments.
- * Ensures schedules are generated and issued to summer seasonal park services staff.
- * Assist General Manager in leading full time waterpark staff.
- * Handles the risk management systems.
- * Manages long-term planning and implementation of maintenance.
- * Assists with the enforcement of park rules and regulations.
- * Conducts orientation programs for new employees.
- * Communicates with insurance provider.
- * Reviews insurance claims and reports pertaining to guests and worker's compensation.
- * Enforces established policies and procedures.
- * Participates in park improvement planning.
- * Ensures that all relevant and accurate information surrounding accidents/incidents at park site are recorded with detail on proper forms.
- * Assists with the supervision of waterpark staff in the absence of the supervisor.
- * Acts as duty manager as required and assigned.

Knowledge, Skills, Abilities:

- * Ability to operate small tools/equipment.

- * Ability to lift heavy objects (approximately 50 lbs.)
- * Knowledge of water safety and risk management systems.
- * Knowledge of waterpark mechanical and maintenance systems.
- * Knowledge of general park maintenance and operations.
- * General knowledge of park IT systems, computer installation and maintenance.
- * Ability to meet the public and respond to inquiries about park operations in a professional and courteous manner.
- * Ability to work effectively with subordinates and co-workers, community organizations and the general public.
- * Ability to plan, organize and direct the work of subordinates in a variety of park occupations in a manner conducive to full performance and high morale.
- * Ability to maintain adequate records of park operations.

Qualifications: Bachelor's degree from an accredited university, with an emphasis in recreation management, business management or a related field. Three years of experience may be substituted for each year of education.

Licensing & Certifications: Applicants are required to become Certified Pool Operator (CPO) and/or Aquatic Facility Certified (AFO). Must possess a strong knowledge of Point of Sale (POS) and ticketing systems. ServSafe certification.

Directions Provided to Others: Supervises admissions, park services and merchandise staff, maintenance manager, facility manager, food and beverage manager, park techs, and water safety supervisor.

Work Environment: This is a full-time position and hours of work and days are 8:00 a.m. to 4:00 p.m., Monday through Friday. Some flexibility in hours is allowed, but the employee must be available during the "core" work hours and must work 40 hours each week to maintain full-time status.

While performing the duties of this job, the employee must be able to work alone and is exposed to inclement weather conditions. Additionally, the employee may be required to work flexible hours, weekends, extended shifts and holidays, within the operational season.

Work Authorization: As a term for employment, a criminal background check is required for employees that are hired into a full-time position.

Resume Review: February 6, 2026

Apply online: www.lakecountyparks.com