

Position: Operations Supervisor
Organization: Singapore Dragon Boat Association
Reports to: Operations Manager

About the Role

Join the team at the Singapore Dragon Boat Association in organizing and promoting the sport and coordinating dragoboating activities.

Duties and Responsibilities

1. Process and manage boat rental bookings in accordance with policies and procedures.
2. Assign boat numbers to teams for booked sessions.
3. Prepare daily report to match boat assigned to booked session.
4. Source, assign and manage trainers, steers & boatman for booked boat rental session.
5. Prepare job sheet for trainers, steers & boatman at least one day before the booked session.
6. Manage lost & found items left on KWSC premises by dragon boating participants.
7. Manage safety boat patrol usage and ordering.
8. Wash PFDs weekly. Ensure PFDs are always stored on racks.
9. Bail water from boats to prevent mosquito breeding, especially after heavy rainfall.
10. Ensure boats are properly secured and not at risk of floating away.
11. Ensure boats, accessories and equipment are in good working condition.
12. General cleaning and housekeeping of SDBA operations and trainer room.
13. Light maintenance works on the KWSC premises such as replacement of faulty light tubes etc.
14. Liaise directly with Singapore Canoe Federation (SCF) on power failure and common facilities issues.
15. Liaise directly with third parties to resolve issues on operating equipment such as wifi, router, printer, etc.
16. Top-up and re-order stationery.
17. Maintain inventory listing of boats, safety boats, fire extinguishers, PFDs, paddles, rudders etc.
18. Supervise contractor working on site, e.g. renovation of trainer's room.
19. Make daily trips to Nursery and perform light maintenance works such as clearing of sand choking the bollards, request for refilling of fire extinguishers etc, checking the works performed by outsourced cleaning contractor, supervise improvement works at Nursery (when there is no boat booking).
20. Any other operational duties assigned by Operations Manager.

Job Requirements

1. Previous experience as an operations supervisor or similar role is an advantage
2. Hands-on experience implementing operational processes
3. Handle and resolve arising operating issues
4. Computer literate (Ms Outlook, Word & Excel)
5. Possessed Powered Pleasure Craft Driving License (PPCDL)
6. Good communication and interpersonal skills to manage patrons
7. Willing to work on roster and weekends
8. Organisational skills and attention to details
9. Able to work under minimum supervision and be a team player