



**maya blue**  
DIVE CENTER

**Large, full-service Cavern and Cave diving operation opening in Xpu-Ha, Riviera Maya, Mexico is looking for a competent, experienced General Manager to oversee its overall operations consisting of:**

- Multi-brand, full-line retail shop
- Full service dive operation catering to both recreational Cavern divers and Technical Cave divers; including organizing diving and training schedules and logistics for multiple groups of divers and courses diving concurrently.
- Large, wide-ranging rental locker including tanks, regulators, Backmount and Sidemount systems, rebreather tanks, bailout and consumables, etc.
- Multiple on-site classrooms and other facilities (lounge/briefing room)
- On-site foodservice facility (managed separately)

The facility's General Manager would be accountable for:

- Daily opening and closing of the shop.
- Meeting and greeting walk-in clients and competently managing sales of guided diving, dive training and specialized dive equipment on-site and over the phone, through social media accounts and any other means available.
- Managing multiple sales and customer service e-mail accounts; working closely and being supported by a dedicated, off-site sales team.
- Coordinating in-house and freelance Instructors and guides from a database of partners who need to meet strict company guidelines. The GM will also be in charge of updating our partner database with partner's ratings, language skills and other documentation.
- Handling of all pertinent administration and accounting; mainly POS (Point-of-sale) systems, inventory, ordering, payroll, budgets and supplier/partner payments. The GM will have access to and will be supported by our dedicated, off-site administration team that will handle all licensing, banking, taxes, etc.
- Liaising with our tour operator and other sister companies to upsell sales leads, make arrangements to provide superior customer service to shared clients and foster overall business development.

The GM position is a management-level position that does not involve any diving or instruction professionally. Having said that; intimate, in-depth knowledge and experience in the dive industry (experience in Technical/Cave diving is highly desired) is indispensable.

The GM will be expected to be highly independent, resourceful and inventive with respect to resource management, business development and customer service decisions.

We offer a competitive living wage, but more importantly, an attractive, results-based bonus incentive scheme ideal for entrepreneurial, business-minded individuals.

Written and spoken Spanish are desired but not an absolute pre-requisite. Immigration assistance is also on the table for the right candidate.

To apply please send an email with your CV and cover letter to Javier Salas at [js@thechilamgroup.com](mailto:js@thechilamgroup.com)



**THE CHILAM GROUP**