

Director of Tennis & Racquets

Position Description & Responsibilities

Position Summary

The Director of Tennis & Racquets will serve as a senior staff member in leading a “best in class” program. Reporting to the General Manager, the Director is responsible for all day-to-day operations of the program and facilities through management of appropriate teaching professionals, support staff and maintenance staff. The Director also collaborates with any club social or member committee established to determine the priorities of the program.

The Director is responsible for all aspects of the operation at all times, including oversight of court conditions, grounds and buildings in a manner that reflects the mission of the Club.

Responsibility extends to all areas of member service and satisfaction including staff management and review; preparation of a calendar of events; scheduling all instructional programs; event planning and execution; online and in-person member interface including the management of the website and online program registration system.

In addition to delivering an exceptional level of member service, an important focus of this position is the management of program sales, and achieving agreed upon participation targets as outlined in the annual operating budget.

Essential Responsibilities include but are not limited to the following:

Hiring, Staffing, Leadership

- Attract, hire, and retain the strongest possible teaching and maintenance staff.
- Supervise all assistant tennis professionals and tennis maintenance staff.
- Director is expected to take advantage of Continuing Education opportunities to maintain professional certifications, and to stay abreast of state-of-the-art teaching techniques and methodology.
- Schedule assistant professional and maintenance staff hours to meet membership needs and demands, adjusting seasonally, if appropriate.
- Schedule clinics to maximize participation and service to the greatest number of members.
- Oversee scheduling of court time to provide appropriate balance of clinics, open courts for seasonal court usage and private instruction to maximize participation and enjoyment of all members.

Finance and Budgeting

- Work with the General Manager in preparation of the annual tennis operations budget.
- Implement and manage the annual tennis budget as approved.
- Prepare recommended lesson and clinic fee structure.
- *Note: Any changes in the rates for services/lessons shall be subject to the prior approval of the General Manager*
- Monitor collection of clinic fees, lesson fees, court fees, guest fees, team fees, etc.
- Assure accurate and timely billing to the membership.

Tennis & Racquets Program

- Build a “best in class” program of events for juniors, ladies and men including annual club championships, member-guest events, pro-am, sanctioned tournaments, and regular tennis social events.
- Develop an annual calendar of activities, programs, and events for members.
- Periodically review and benchmark these programs against those at other Clubs to maintain the highest continuing level of quality for Club members.
- Operate outstanding instructional programs for each major constituency of the membership including women, men, and junior players.
- Develop and offer programs during weekday evenings and on weekends as well as during the day and after school on weekdays.
- Develop and offer programs during the summer school vacation and during other school vacation weeks.
- Direct and coordinate the formation of all club league teams.
- Oversee all league play.
- Ensure the preparation of the facility and courts for all league matches and practices.
- Coordinate team clinics and team practice sessions with team captains.

Teaching / Instructional Program

- Supervise and direct all Associate Racquets Professionals in planning and coordinating all instructional programs, lesson plans and new programs.
- Teach lessons, clinics and team practice sessions for members and children.
- Oversee the implementation of a broad Junior Development Program that is responsive to changing member expectations.
- Ensure accurate completion of member charges and payment for all “program lessons” – (i.e., Team Coaching and special instructional programs).

League Play

- Coordinate and implement the submission of all League Rosters.
- Publish all Roster Deadline, Captain Meetings and Start Dates for all league play, on the club web site and in the club newsletter.
- Work with the Pro Shop Manager to ensure the accurate billing of all member league fees and league Food & Beverage fees.
- Plan and coordinate the scheduling of courts for all league practices, clinics and matches, with Team Captains & Director

Rules & Regulations

- Enforce Club rules for attire, etiquette, and non-member usage.
- Ensure that Club rules are observed by all users of the tennis facilities and equipment.
- Report all non-compliance to the General Manager.
- Enforce the Club's Guest and Non-Member Usage Policy.

Communication

- Promote all aspects of the program to the membership accurately and in a timely fashion.
- Issue regular updates concerning the tennis program to the General Manager.
- Provide timely and relevant information and updates for the tennis and racquets portion of the Club's website.
- Provide timely and relevant tennis information and updates for the weekly newsletter.

Facility & Grounds

- Oversee the courts to insure a first-class playing experience for members and their guests.
- Ensure that all areas of the tennis facilities are always neat and clean.
- Inspect the courts/facilities daily prior to the start of play and prior to evening play; and ascertain that all necessary maintenance has been performed.
- Work to ensure that all necessary personnel for the maintenance and upkeep of the courts are hired and trained.
- Ensure that the necessary equipment for the maintenance and upkeep of the facilities is on hand and properly maintained.
- Inspect on periodic basis the quality of the playing surfaces, fences, windscreens, water coolers, teaching equipment and courtside amenities, and make recommendations for improvements.
- Keep the General Manager informed on the status of the facilities and equipment for the purpose of budgeting for replacement and repair items and of long-range capital replacement items.

Pro Shop

- Work with the Pro Shop Manager, assisting in all areas of the Pro Shop operation, including but not limited to Sales, ordering of merchandise, taking inventory, stringing etc.

General

- Supervise all tennis play.
- Maintain close relationships with the other Department Directors (Fitness, Aquatics, Maintenance, Food & Beverage etc.).
- Meet with other Department Directors as necessary or requested.
- Treat all members fairly, honestly, uniformly and with respect.
- Comply with all Club employee regulations and policies.
- Promote Club Membership and highlight the benefits of club membership to members and non-members, whenever possible.

Compensation

There are four separate components to the compensation package: (1) Salary/Bonus; (2) variable compensation resulting from Lessons and Program Commissions; and (3) benefits.

1. Base Salary

- The annual base salary is ...

2. Bonus

- You are eligible for an annual bonus based upon...

3. Variable Compensation from Instructional Programs and Lessons

- For each **Private** which you personally teach, you will be compensated with...
- For each **Group Lesson** which you personally teach, and which is not a part of a multi-session Clinic Program, you will be compensated with
- For all Adult and Junior **multi-session Programs** taught, will be compensated with....

Your annual variable compensation will be entirely dependent on your performance and the results of the instructional programs for which you are responsible.

4. Benefits

- Health, Disability, Life & Other Insurance...
- Vacation and Paid Time Off (PTO)
- 401K or other Retirement Contribution
- Professional Dues & Continuing Education
- Meals
- Uniform
- Other