

## Candidate Profile

### Director of Tennis and Wellness

Chartwell Golf and Country Club  
Severna Park, Maryland  
[www.chartwellgccc.com](http://www.chartwellgccc.com)



#### Organization

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Founded in 1961, Chartwell Golf and Country Club is located in Severna Park, Maryland, south of Baltimore in Anne Arundel County. The club is an active, full-service family country club and recognized as a Distinguished Gold Club of the World and is the premier club in the county. Chartwell features an expansive clubhouse with multiple banquet rooms and member dining rooms. Other amenities include an Edward Ault golf course, large outdoor family pool with snack bar and locker rooms. A new fitness center will open in November 2017. The 3,000 square foot facility will feature cardio machines, strength training equipment, studio for group classes and personal training, indoor golf simulator, and day care. The fitness center will be managed by FX Well and will be overseen by the new Director of Tennis and Wellness.

The active tennis facility includes seven Har-Tru courts, three lighted, and three of the courts enclosed for winter play.

Chartwell Golf and Country Club:

- Annual Revenue \$6.5M
- Food & Beverage revenue: \$2.2M
- Number of members: 620 members
- Tennis: \$200,000+ budget, 100 active tennis members

#### Position Overview

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The Director of Tennis is responsible for all of the Chartwell Golf and Country Club tennis and fitness operations including the tennis courts, pro shop, fitness center, programming and staff. The position is a full-time year round position and requires the candidate to be highly visible, strong presence, demonstrate strong leadership skills and superior communication skills with both members and staff. They should have a technical skill level that brings credibility to the individual's image as the top club tennis professional. He or she must be a person who engages members and guests in a way that drives enthusiasm for the tennis and fitness programs at the club. The position is expected to be leader of the program by passionately promoting Tennis and Wellness. These traits must resonate through his/her team as well. Chartwell employs a loyal, professional and accomplished management team and wishes to complement the excellent group already in place. The working environment is one of professionalism and respect, and the Club prides itself on the positive relationship it keeps with its staff.

The successful candidate is likely to have experience in multi-court facilities with active tennis programs including, but not limited to, men's and ladies' tennis programs, a mixed tennis program, junior program, programs for all levels of play, and tournament programs for competitive and social tennis. Experience with oversight of fitness and wellness is also expected. He/she will deliver a range of services customarily provided by a USPTA/USPTR professional.

The Director of Tennis and Wellness is responsible for all the communications and promotions for the tennis programs. As presently organized, staff reporting directly to the Director of Tennis are all teaching and wellness professionals, tennis, wellness and child care staff and season interns, approximately 8 staff.

The ideal candidate will understand the importance of the membership by providing prompt, courteous and timely attention to the desires and needs of members and guests. He or she will be prepared to guide members, represent their ideas, assist them in achieving their goals, and provide a positive playing environment.

The Director will provide private and group lessons to adults and juniors as well as oversee lessons taught by all staff professionals. This should also include complimentary clinics and lessons for new, inactive, and prospective members at least once time a month.

## Responsibilities

- 75% of Director's time should be focused on the business of the department with 25% on the court with lessons and clinics.
- Uphold tennis rules and regulations governing use of facilities, equipment, dress code and sportsmanship.
- Serve as a member of the management performing specific duties which support of Tennis and Wellness operations.
- Accept the authority of, and responsibility for, developing and leading successful tennis operations.
- Attend staff meetings and actively participate in strategic planning and organizational sessions with other senior staff.
- Prepare and implement operating and capital budgets for the tennis operations. Responsible for the monthly financial performance and weekly payroll management. The budget currently exceeds \$200,000.
- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports.
- Hire and oversee a professional staff to run tennis operations, including assistant pros, shop staff, tennis court maintenance, and tennis locker room staff.
- Supervise all teaching and wellness professionals, tennis, wellness and child care staff, and seasonal interns. Provide annual reviews for all Tennis and Wellness staff.
- Conduct regular staff meetings within the department to ensure effective communications.
- Assure that effective orientation and training are given to each new employee and develop ongoing training programs.
- Develop a Tennis maintenance staff.
- Responsible for daily inspection of the courts and facilities prior to the start of play with coordination of any maintenance issues with the Facility Manager.
- Provide leadership to direct reports to achieve a level of service, communication and technical expertise to meet the expectations of the Club membership.
- Participate in Tennis Committee meetings and implement programs set forth. Communicate with the Tennis Committee Chairman.
- Develop and maintain a comprehensive events and activities program to include social, competitive, and instructional programming for all levels.
- Work with other departments to develop combined programs for the membership.
- Manage women's and men's team tennis teams. Promote camaraderie, team spirit on these teams.
- Introduce new members into the appropriate desired tennis programs.
- Be creative in developing tennis programs and events for all types of members. Be aware of industry trends and successful programs at surrounding clubs.
- Develop, organize, and administer leagues, tournaments, activities, and awards for the department.
- Be visible to membership in all areas of the tennis operation.
- Organize programs and works in the fitness center as needed.
- Conduct tennis teaching programs for membership to include private lessons, team play, and clinics.
- Provide beginning through advance instruction, private and group, for all levels of players.
- Create a teaching philosophy in line with Chartwell's values and traditions and implement throughout the tennis programs.
- Play tennis and provide instruction to members of all levels to encourage skill development and relationship building.
- Continue the development of a top level junior program that meets all levels of play. This should be a comprehensive and innovative program from grass roots to high performance. Be proficient with the USTA 10 and Under initiative for junior beginners.
- Oversee a merchandise and retail operation in the club's Tennis and Wellness facility, representing the interests and expectations of the members.
- Be a passionate ambassador for the game of tennis and for wellness and require the same of all staff.

- Represent the club in the local community, including communications with local tennis professionals, local and regional tennis organizations (USPTA, USTA) and participation in exhibitions and charity events.
- Respond to membership concerns and feedback and have the ability to improve the tennis program based on group feedback.
- Perform other assignments and duties as requested by the General Manager.

## Requirements

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- A minimum of five years prior experience as a Director or Head Professional preferably at an upscale private club with diverse programs and exposure to fitness and wellness management.
- Proven teaching skills for players of all ages and skill levels.
- An accomplished current and or past competitive playing record would be a plus but not required. A current 4.5 or above playing level is required.
- A college degree is preferred.
- Knowledge of fitness and wellness facilities and programs.
- Be knowledgeable with all computer programs related to the tennis operation.
- Be personable and quick to establish rapport with the members through visible and outgoing outreach.
- Excellent verbal and in written communication skills.
- Experience in hiring and training staff to achieve a high level of teaching ability, service standards, and willingness to work in a tennis operation dedicated to a high level of member satisfaction.
- Have ability to lead others through positive reinforcement and clear communication, with active coaching and high standards of performance.
- Capable of setting and maintaining standards of performance appropriate for a discerning tennis membership.
- Proven experience, success, and results in building and maintaining strong tennis programs.
- The ability to work with Committees.
- Have strong passion and enthusiasm for tennis and wellness.
- A resume with progressively more responsible position and stable tenures.
- USPTA or USPTR certification and membership preferred.
- High ethical standards and history. Final candidates will be subject to a full background check.

## Competitive Compensation and Benefits

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| ■ A base salary and an incentive compensation program. | ■ Professional Association dues and education allowance. |
| ■ Individual and family health insurance.              | ■ Relocation assistance.                                 |
| ■ Participation in the club's 401K Plan.               |  |

Professionals who meet or exceed the established criteria are encouraged to contact:  
GSI Executive Search, Inc.

Scott McNett  
[scott@gsiexecutivesearch.com](mailto:scott@gsiexecutivesearch.com)  
 314-854-1321

Dick Farrell  
[dick@gsiexecutivesearch.com](mailto:dick@gsiexecutivesearch.com)  
 727-8663487