

Candidate Profile

Director of Racquet Sports

Confidential Private Club
Southeast

Organization

The Confidential Club is a luxury, private club and gated community offering a family-centric, private resort lifestyle located in the Southeast. An outstanding opportunity is available for a Director of Racquet Sports.

- Annual Club Revenue: \$8M
- Racquets Community: 80+ active tennis members, 200+ active pickleball players

Position Overview

The Director of Racquet Sports is responsible for all racquets operations including the tennis, pickleball, the pro shop, 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 pickleball programs at the club. 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 must have a proven track record of operational success including both operational and financial achievements. They should 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. He/she will deliver a range of services customarily provided by a USPTA/USPTR professional.

Operational success should include increased participation rates and new program development, professional and friendly staff culture, consistent court quality and care, and the continuous pursuit of tennis excellence.

Financial success should include increased revenues due to participation and programming, efficient use of labor and other expenses, positive monthly, quarterly, and annual forecasts, and efficient use of all resources.

The Director of Racquet Sports is responsible for all the communications and promotions for the racquets programs. As presently organized, staff reporting directly to the Director of Racquet Sports include an Assistant Racquets Professional, Seasonal Interns. Total staff ranges between 2-4 seasonally. The position reports to the General Manager with open communication to member advisors.

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 on a regular basis.

Responsibilities

- 30% of Director's time should be focused on the business of the department with 70% on the court with lessons and clinics.
- Uphold tennis and pickleball rules and regulations governing use of facilities, equipment, dress code and sportsmanship.
- Accept the authority of, and responsibility for, developing and leading successful racquets 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 racquets operations. Responsible for the monthly financial performance and weekly payroll management. The budget currently being refined based on the potential of new memberships.
- 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 and pickleball court maintenance.
- Supervise all teaching professionals and seasonal interns. Provide annual reviews for all Racquets and Pro Shop staff.
- Assure that effective orientation and training are given to each new employee and develop ongoing training programs.
- 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 and General 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/Pickleball meetings and implement programs set forth. Communicate with the Tennis/Pickleball advisors.
- 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 and pickleball programs.
- Be creative in developing racquets 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 racquets operation.
- Provide beginning through advance instruction, private and group, for all levels of players.
- Create a teaching philosophy in line with The Confidential Private Club's values and traditions and implement throughout the tennis program.
- Oversee a merchandise and retail operation in the tennis pro shop, representing the interests and expectations of the members.
- Be a passionate ambassador for the game of tennis and for pickleball 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, PTR, 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

- A minimum of five years prior experience as a Director or Head Professional preferably at an upscale private club with diverse programs.
- 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.
- Must be proficient in Microsoft Office including Word, Excel, and Powerpoint.
- 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.
- 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 and or USPTR certification and membership required.
- High ethical standards and history. Final candidates will be subject to a full background check.

Competitive Compensation and Benefits

- A base salary and an incentive compensation program.
- Professional Association dues and education allowance.
- Individual and family health insurance in accordance with club policy
- Relocation assistance.

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

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