

Candidate Profile

Director of Racquet Sports
North Ranch Country Club
Westlake Village, California
www.northranchcc.org



Organization

Nestled in the hills northwest of Los Angeles, North Ranch Country Club was originally developed in 1977 and became a private, member-owned club in 1990. North Ranch is Westlake Village's premier family club, featuring 27 holes of championship golf, including three separate nines: The Valley, Oaks, and Lakes Courses. The property also presents an assortment of dining services, all of which offer 5-star, farm-to-table to table menus paired with an award-winning wine club.

The Racquets Facility boasts 11 hardcourt tennis courts and a Pro-Shop. North Ranch is committed to resurfacing the courts this fall before the grand opening of the Athletic Center, a \$11.5M investment on a 13,500 square foot Athletics Center with an expansive, resort-style pool, a kid's pool, and a jacuzzi.

Along with the facilities and amenities, the North Ranch staff continuously commits itself to unparalleled professional service for our members and their guests.

By the Numbers

- Annual Revenue: \$11M
- Number of Members: 950+
- Employees: 150+ seasonally
- Racquets Department Employees: 10 (3 Full Teaching Professionals; 3 Part-Time Teaching Professionals, and 4 Pro Shop Staff)
- Racquets Department Budget: 450k
- Active Racquets Players: 100 Members

Position Overview

The Director of Racquet Sports is an experienced industry professional with a passion for tennis and pickleball, and whose enthusiasm shows to all who meet him or her. The position is a full-time, year-round position and requires the candidate to be a highly visible and approachable staff member within the department. As presently organized, this position reports to the General Manager and works closely with other department heads.

The successful candidate is a passionate, yet patient leader who can easily communicate with those they teach, from youngsters to seniors. He or she understands and lives by the concept of being a team player, making sure that collaboration is essential to personal success as well as the success of those they work with. At the same time, the candidate has enough experience and strength to ensure the right thing is being done.

He or she will understand the importance of the membership and their guests by anticipating their desires and needs in a courteous and timely manner. They will be prepared to guide members, represent their ideas, assist them in achieving their goals, and provide a positive environment.

Above all, the ideal candidate's values align with the values and culture of the membership and the Club. Those values are on display every day and displayed with every decision that is made.

Responsibilities

- 70% of the Director of Racquet Sports time should be focused on the business of the department with 30% on the court with lessons and clinics.
- Drawing from extensive knowledge of racquet sports such as tennis and pickleball, the Director of Racquets Sports is responsible for planning and implementing lessons and programs for members and guests of the Club.
- Provide beginner through advanced instruction, private and group, for all levels of players.
- Introduce new members into the appropriate desired racquets programs.
- Uphold tennis and pickleball rules and regulations governing the 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.
- Develop and implement operating and capital budgets for the racquets operations. Responsible for the monthly financial performance and weekly payroll management. The budget currently exceeds \$450,000.
- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports; provide monthly commission reports.
- Hire and oversee a professional staff to run racquets operations, including assistant racquets pros and a pro shop attendant.
- Supervise all teaching professionals, Pro Shop staff, and part-time staff. Provide safety training, and perform annual reviews for all racquets department staff.
- Develop and mentor existing teaching professionals to modernize the racquet's programming focused on the member experience.
- Assure that effective orientation and training are given to each new employee and develop ongoing training programs.
- Participate in Racquet Sports Member Committee meetings and implement programs set forth. Communicate with the committee chairperson.
- Develop and maintain a comprehensive annual events and activities program to include social, competitive, and instructional programming for all levels. Write and approve all racquet sports-related content for the newsletter.
- Works with the Food and Beverage Department on purchasing and maintaining adequate beverage and snack inventory.
- Coordinates Food and Beverage service for racquet sports events with the Food and Beverage Director, Executive Chef and Banquet, and Catering Manager.
- Responsible for daily inspection of the courts and facilities prior to the start of play with coordination of any maintenance issues, repair, and cleaning with the Facility Maintenance Department.
- Be creative in developing and marketing racquet sports programs and events for all types of members. Be aware of industry trends and successful programs at surrounding clubs.
- Develop, organize, officiate, and administer leagues, tournaments, activities, and awards for the department. Promote camaraderie and team spirit within the North Ranch Country Club community.
- Be visible to membership in all areas of the racquets operation, notably during peak hours of play.
- Oversee a merchandise and retail operation in the Club's racquets facility, representing the interests and expectations of the members.

- Establish and implement an inventory control system and report results accordingly.
- Perform racquet restringing and other light equipment repairs.
- Be a passionate ambassador for the game of tennis and pickleball and require the same of all staff.
- Represent the Club in the local community, including communications with local tennis professionals, local and regional racquets organizations, and participation in exhibitions and charity events.
- Respond to membership needs, feedback, and concerns in a timely manner and have the ability to improve the racquets programming based on group feedback.
- Perform other assignments and duties as requested by the General Manager.

Requirements

- Prior experience as Director of Racquet Sports/Director of Tennis, or 3+ years as Head Tennis Professional, preferably at a private club or high-end hospitality resort.
- A college degree, majoring in Physical Education or Sports Management, is preferred.
- Experience in forecasting and budgeting.
- Certified USPTA, PTR, PPR, or ITPA member.
- Proficient in the “USTA’s 10 and Under” initiative on teaching protocol.
- Must possess credible pickleball and tennis skills, 4.5+ or higher.
- Strong computer skills, including experience with Microsoft Office Suite.
- Excellent verbal and written communication skills.
- A resume with a progressively more responsible position and stable tenures.
- High ethical standards and history. Final candidates will be subject to a full background check.

Competitive Compensation & Benefits

- A base salary and an incentive compensation program
- Eligible for annual manager bonus
- Individual and family health and dental insurance
- Participation 401(k) plan with a generous matching contribution (after 1 year of employment)
- Vacation and Paid Sick Time
- Professional association dues and education allowance
- Relocation assistance
- North Ranch Country Club is an Equal Opportunity Employer

Professionals who meet or exceed the established criteria are encouraged to contact:

GSI Executive Search
Andrew Minnelli
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This position is available immediately.