Candidate Profile

Director of Racquets
Philadelphia Country Club
Gladwyne, Pennsylvania
www.philadelphiacc.net

Organization

Founded in 1890, the Philadelphia Country Club is among the elite private, member-owned clubs in the country. It is recognized as a Platinum Club of America. The club’s 975 member families and their guests enjoy exceptional facilities and service in a “family-focused” setting. The club's facilities include a 27-hole championship golf course, Har-Tru tennis courts, paddle courts, squash courts, pickleball court, fitness center, a brand new state-of-the-art resort-style pool, a summer house, a rustic lodge for trap and skeet shooting, four lanes of bowling and a 100,000-square-foot clubhouse featuring casual and formal member dining rooms and recently renovated private dining facilities.

Philadelphia Country Club has a rich tradition in all the racquet sports as the city of Philadelphia is considered the birthplace of doubles squash. The club hosted four National Squash Racquets Doubles tournaments from 1936-38 and again in 2015. It also hosted the 2013 U.S. Open Squash Doubles tournament. The tennis history includes the 1930 and 1932 Davis Cup matches.

Racquet Facilities:
- 9 Har-Tru tennis courts (renovated for the 2017 season)
- 4 paddle tennis courts
- 5 squash courts (three international singles, two international doubles)
- 1 pickleball court

Racquet Staff:
- 2 Assistant Racquets Professionals
- 1 seasonal shop assistant
- Seasonal tennis instructors

Member Participation:
- Tennis players: 350
- Paddle players: 150
- Pickleball players: 60
- Squash players: 50

Position Overview

Philadelphia Country Club seeks the consummate racquets professional to join our accomplished team. Potential candidates will be among the best in the racquet sport industry and possess the appropriate combination of skills, leadership and personality best suited to the needs of the club. The expectation is that the quality and consistency of all racquet sports will rival those of comparable clubs in the area and across the country.
The position works closely with the Assistant Racquets Professionals, the Fitness Center Manager, the Pool Experience Manager, the Clubhouse Manager, the Facilities Director, the Golf and Grounds Superintendent, the Catering and Member Events Director and the Food and Beverage Operations Managers. The position reports directly to the General Manager/COO.

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, paddle, pickleball, and squash programs including, but not limited to, men’s, ladies’, junior and mixed programs for all levels of play, and tournament programs for competitive and social play. He/she will deliver a range of services customarily provided by a USPTA/USPTR professional.

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

Financial success would 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 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.

**Responsibilities**

**Overall**

- The visible, engaging, enthusiastic leader will provide an exceptional member experience for all levels of tennis, paddle, pickleball and squash players. The goal is to create the best programming, competitive and recreational racquet experience for all members.
- The professional will be responsible for increasing participation and enjoyment in racquets programming and usage of the racquets facilities.
- Comfort and enthusiasm with all levels of racquet players is critical for individual, group and camp settings.
- The professional will serve as an ambassador for our racquets community and represent the club in the local community, within the industry local and national professional organizations (e.g., USPTA, USTA, U.S. Squash), as well as participate in exhibitions and charity events.
- The professional will play an active role in welcoming new club members to the racquets program and encouraging their participation in the racquets community.
- The professional will be passionate about all racquet sports and wellness and require the same of all staff.
- The professional will be visible to all members throughout all racquet areas.
- Manages men’s, ladies’ and junior interclub league teams. Promotes camaraderie, team spirit and sportsmanship on these teams.

**Operations**

- Responsible for developing and leading all aspects of successful court operations.
- Works closely with the Facilities Director and the Superintendent to maintain the racquet facility standards for appearance, cleanliness, functionality and safety.
Responsible for daily inspection of the courts and facilities prior to the start of play.
Enforces court rules and regulations governing use of the facilities, equipment, dress code and sportsmanship.
Organizes, develops and administers league practices, matches, tournaments and awards for the racquet sports.
Oversees the club championships and traditional events in all racquet sports.

Events/Programming

The creative and innovative professional will be responsible for the execution and development of new and existing events. The emphasis on quality and consistency is paramount.
Develops and maintains a comprehensive events and activities program to include social, competitive and instructional programming for all events.
Develops and creates programming and events for all types of members and levels of players. This professional is aware of industry trends and successful programming at competitive local and national clubs. He/she continues to develop new teaching techniques and practices for all levels of players.
Continues the development of top-level junior players beginning with a comprehensive and innovative program from beginner to high performance. He/she must be proficient with the USTA 10 and under tennis initiative for junior beginners.
Works with other departments to develop combined program opportunities for the members.
Works closely with the Communications Director and marketing team to promote participation and attendance at racquet events in a proactive manner.

Administrative

Responsible for weekly payroll management, as well as monthly and annual budgets for all racquet operations.
Prepares and implements operating and capital budgets for the racquet operations.
Purchases, receives and displays racquet sport merchandise within budgeted parameters for revenues and cost of goods sold. Completes monthly inventory of shop merchandise. Shop contents and displays should be consistent with club brand and for the members’ convenience.
Oversees department POS operations to ensure accurate and timely member billing and sales/activity reports.
Attends weekly staff and athletic departmental meetings and actively participates in strategic planning and other organizational sessions with the executive management team.
Participates in committee meetings and implements programs, events and suggestions from the committee members proactively.

Human Resources

Recruits, hires, onboards and leads a professional staff to run all racquet operations, including assistant professionals, shop staff, seasonal staff, interns and court maintenance staff.
Assures that effective orientation and training are provided consistently for each new employee and develops ongoing training programs.
Provides leadership to direct reports to achieve a level of service, communication and technical expertise to meet the expectations of the membership.
Provides annual reviews for all racquet staff.
Additionally, the professional will perform other assignments and duties as requested by the Clubhouse Manager and/or General Manager.

Requirements

- A minimum of five years prior experience as a Head or Assistant 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 tennis rating or above playing level is required.
- Proficiency in paddle, pickleball, and squash playing and teaching ability.
- A college degree is required, preferably in Sports Management or a related program.
- Knowledge of and proficiency with all computer programs related to the racquets operation.
- Must 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 an operation dedicated to a high level of member satisfaction.
- Proven experience, success and results in building and maintaining strong programs.
- The ability to work with committees.
- Strong passion and enthusiasm for all racquet sports.
- A resume with progressively more responsible position and stable tenures.
- USPTA or USPTR certification and membership preferred.
- CPR, first aid, and AED certifications.
- High ethical standards and history. Final candidates will be subject to a full background check.

Competitive Compensation and Benefits

Philadelphia Country Club will offer an attractive and competitive compensation package to include:
- A base salary, lesson and clinic income and annual performance bonus.
- Individual and family insurance to include medical, dental, and life insurance.
- 401(k) with club match.
- ETO and complimentary staff meals.
- Relocation assistance.

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

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