

CANDIDATE PROFILE

Director of Racquet Sports
Winter Park Racquet Club
Winter Park, Florida

www.winterparkracquetclub.com



[Watch a short video here.](#)

Organization

Founded in 1953, Winter Park Racquet Club (WPRC) is located on the picturesque eastern shore of Lake Maitland in Winter Park, Florida. WPRC, a member-owned private club, is a hub for social and athletic gatherings, providing a welcoming “home away from home” for its members and their guests. WPRC was recognized in 2024 as a Platinum Club of America Honorable Mention and was also selected for the Orlando’s Top Workplace Award in 2024.

With a strong focus on racquet sports, the Club boasts eight hydro clay tennis court and four pickleball courts. Complemented by extensive lakefront and aquatic facilities, a diverse dining experience and a rich calendar of social events, WPRC is dedicated to delivering exceptional experiences that foster a sense of community, recreation and relaxation.

Led by the Director of Racquet Sports, the tennis program has one of the most unique staffs in the country. Five of the nine teaching pros are former ATP players and Grand Slam Champions – offering world-class coaching to all levels of ability. Private lessons, group clinics, drills and a comprehensive junior program is offered weekly.

The membership has a strong presence in league participation and prides themselves in supporting the Club’s annual events, which include round robins, socials, tournaments, inter-club play and the Member Guest. WPRC’s Member Guest, one of the crown jewel events, provides its members the opportunity to experience playing with current and former collegiate and tour players. WPRC also holds an annual Pro Exhibition where the membership meets and interacts with touring professionals that have included Bob and Mike Bryan, John Isner, Michael Russell, Luke Jensen, Ilo Karlovic, James Blake and Caroline Dolehide.

WPRC’s pickleball facility is nationally renowned and is considered one of the best of its size. Reporting to the Director of Racquet Sports is the Head Pickleball Professional. The Club hosts a variety of open-play sessions, clinics, tournaments and socials. WPRC partners with the Major League Pickleball team “The Orlando Squeeze,” and it is not uncommon for members to be inspired by watching elite-level pros out on the courts.

Winter Park Racquet Club by the Numbers

- Annual Revenue: \$8M
- Number of Memberships: 500
- Active Racquets Members: 200
- Racquets Budget: \$750K Revenue
- Racquets Department Employees: 15

Position Overview

With the support of a highly skilled and accomplished team, the Director of Racquet Sports will deliver a comprehensive, best-in-class tennis and pickleball program to Winter Park Racquet Club members, families, guests and staff. This role will share responsibility for the Club's coming new fitness center and pro shop.

The position is a full-time, year-round position and requires the candidate to be highly visible with a strong presence, demonstrate strong leadership skills and have 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 racquets professional. He or she must be a person who engages members and guests in a way that drives enthusiasm for the racquets' programs at the Club.

The Director will enhance an already strong program and give focused attention to the evolving needs and desires of the members. The Director will play an integral role in the planning and opening of a brand-new Racquets shop, fitness center and Member activity center should it be voted through by the Membership in an upcoming vote in early 2025.

As presently organized, this position reports to the General Manager/Chief Operating Officer and works closely with other department heads to maintain high standards and achieve Club goals.

Responsibilities

- **Leadership & Management:** Serve as the Department Head, setting the pace and culture of the team. Consult with and provides timely updates to the General Manager/Chief Operating Officer and collaborate with other leaders to ensure seamless operation of racquet sports and cross-departmental coordination. Manage, coach and empower a team of five full-time professionals, a pro shop manager and four to six independent contract instructors to deliver world-class service and programming to the membership.
- **Program Development:** Design and enhance tennis and pickleball programming, actively seeking member input to expand and elevate offerings. Round out a full spectrum of clinics, private lessons and social events. Schedules pros and programs creatively to increase accessibility, including early morning, evening and weekend options. Focus on growing the men's and junior programs is a priority.
- **Pickleball Program Expansion:** Continue the development of the Pickleball program as a top priority, incorporating instruction, tournaments, exhibitions, social events and intra-club play to create a comprehensive member experience. Take an active lead role in the Pickleball program.
- **Event Planning & Execution:** Collaborate with other departments and the Racquets Committee to plan and execute new and standing events, tournaments and programs. Encourage diverse offerings that align with WPRC's community atmosphere and high standards. Develop ideas to drive usage in traditionally slow periods and to grow the number of members who participate.
- **Financial & Admin Management:** Work with the General Manager/Chief Operating Officer and Director of Finance to prepare and achieve the annual operating budget (\$750K racquets revenue) and a forward-looking capital budget plan. Ensure accurate billing, reconciliation and financial oversight in racquet sports operations. Full P&L responsibility for the department and oversight of the pro shop and inventory. Completes and oversees all departmental administrative work in tandem with the pro shop manager.
- **Facility Standards:** Ensure that courts, pro shop, surrounding facility and related amenities are well-maintained to support a seamless, high-quality experience for members. Train staff to have the same eye for detail. Be known as the "best in town" in every sense of the phrase. Seek opportunities to add member value and provide things the members didn't even know they wanted.
- **Communication:** Be highly visible and approachable to members and staff. Proactively communicate events, program offerings and other racquet sports activities and ensure staff know about the other programs of the Club

as a whole. Demonstrate skill and comfort in creating awareness of all things related to racquets and in promoting and increasing participation. Pride oneself in being an expert communicator, both verbal and written and someone who is always early to communicate.

Essential Skills and Expectations

- **Professionalism:** Maintain a strong personal and professional presence, underscored by diplomatic and nuanced communication skills. Teach and expect the same of the team and hold them to a high standard.
- **Decision Making Skills:** Highly skilled in making timely, sound, informed decisions that uphold the standards of the Club. Consistent ability to weigh varying opinions and decide for the betterment of the Club, while gaining consensus and/or understanding from those opposed.
- **Interpersonal Skills:** Display active listening, empathy and consensus-building abilities to foster strong relationships with members, staff and committees.
- **Instructional Expertise:** Be a high-level tennis/pickleball player and skilled teacher, comfortable leading both group and private lessons to players of all ages and abilities. Experienced in leading numerous ladies' league teams. Ability to develop and lead pickleball programming. Genuinely enjoy working with juniors of all abilities and will execute an extremely fun and successful summer camp program for both tennis and pickleball. The Director of Racquet Sports should be focused equally on administration and anticipate being on the court with the membership and average of 40% of their time.
- **Leadership & Development:** Have experience hiring, training, supporting and sometimes disciplining a high-performing Professional staff, with a desire to mentor and develop team members. Set clear and measurable goals for all team members and track their progress.
- **Committee Engagement:** Collaborate with the Racquets Committee to ensure Racquets programs align with member expectations and Club goals. Lead the charge in implementing and fulfilling committee ideas.

Candidate Qualifications

- Three years prior experience as a Director or a minimum of five years as a Head Professional, preferably at an upscale private club or resort with diverse programs and exposure to multiple racquet sports.
- An accomplished current and or past competitive playing record is preferred but not required. A current 5.0 NTRP or above playing level is required.
- A college degree is preferred.
- Must be proficient in Microsoft Office and Club operations software, preferably with Club Essentials
- Have a strong passion and enthusiasm for tennis and pickleball and creating exceptional experiences.
- A resume with progressively more responsible positions and stable tenures.
- RSPA or PTR certification and membership preferred. PPR or IPTPA pickleball certification and membership is preferred.
- High ethical standards and history. Impeccable and verifiable references. Final candidates will be subject to a full background check.

Compensation and Benefits

- A competitive base salary and an incentive compensation program
- Eligible for a discretionary performance bonus
- Individual and family Health, Dental, Vision and Life insurance
- Participation in IRA with a generous employer match
- Vacation and Paid Sick Time
- Professional association dues and continuing education allowance
- Uniform allowance
- Winter Park Racquet Club is an Equal Opportunity Employer

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter and a resume.



Andrew Minnelli

Principal



andrew@gsiexecutivesearch.com



310-740-4488

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