



**The Merion Cricket Club
Haverford, PA**

**Director of Platform Tennis & Pickleball
- Position Profile -**

Organization

Founded in 1865, The Merion Cricket Club located in scenic Haverford, Pennsylvania, is situated on Philadelphia's Main Line, approximately 7 miles outside of Center City. It's majestic and stately Frank Furness designed historic Clubhouse overlooks a sea of green known as the "Great Lawn" which hosts year-round sporting activities in tennis, cricket and croquet, including national and international competitive events. The Club offers an array of other sports on the Great Lawn including soccer, field hockey, softball and lawn bowling. Merion's extensive facilities also include indoor tennis courts, eight pickleball courts (4 indoor and 4 outdoor), a full service fitness center, platform tennis facility including four courts, bowling lanes, men's and women's locker facilities, Pro Shop and singles/doubles squash courts. The Clubhouse is also home to exceptional facilities for member dining and social activities.

The Club just completed a multi-year, multi-million dollar Campus Master Plan expansion with substantial investments made in strengthening the racquets facilities, family-friendly facilities and health & wellness. The Club's fitness, squash and locker room facilities all saw significant upgrades while, most importantly, the Club added an outdoor resort-style pool and a new Platform Tennis complex boasting a spectacular pavilion overlooking four (4) new courts.

Mission Statement

The Merion Cricket Club is a forward-looking, family-oriented Club established in 1865 to provide its members with excellent facilities and programs. The Club encourages all levels of participation in sports and other activities, while at the same time enabling its members to socialize in an attractive environment with exceptional food and beverage service. Merion conducts itself with honor and integrity in all its endeavors, and is proud of its history and tradition.

The Merion Experience

Our boast-worthy facilities and centuries of championship tournaments and players notwithstanding, Merion's true hallmark and key differentiator has always been our hospitality - which still holds true today. In a world that is changing so rapidly around us - and not always for the better - much remains the same today at Merion which is, indeed, part of the Merion experience and charm. True sportsmanship and camaraderie has been our consistent mission.

History of Merion Platform Tennis

Platform "Paddle" Tennis was first introduced at Merion in 1961 when two courts and a small warming hut were erected at the perimeter of the Great Lawn. This new sport gained immediate interest and broad appeal from within the tennis playing membership as a winter alternative to tennis. Demand quickly exceeded the limitations of two courts and a third

court was erected in the mid-seventies. Since that time, Platform Tennis has remained one of the Club's mainstay racquet sports and is now played nearly year-round.

With the advent of the low-bounce ball, Merion began offering a spring league and the Platform Tennis season now extends from late-August through early-June. Today – with Interclub leagues, high school team matches and recreational play – Merion's Platform Tennis program is amongst the most robust in the Philadelphia region and poised to grow even stronger.

Platform Tennis Facilities and Programs

Merion's platform tennis facilities are among the finest in the Philadelphia region and perhaps beyond. These new facilities feature a magnificent pavilion overlooking the four (4) new platform tennis courts. The pavilion's floor-to-ceiling windows provide for excellent viewing opportunities while socializing indoor next to the fireplace. The pavilion also features a full-service bar, comfortable lounge area and two bathrooms. The outdoor wrap-around deck, with a covered porch, also features a fireplace and built-in radiant heaters. This facility has quickly become one of the most popular venues at the Club.

Merion's Platform tennis Programs are equally as extensive with over 500 members participating and competing actively in our structured programming to include:

- 225+ Women participating on six (6) Interclub MAPTA teams
- 200+ Men participating on five (5) Interclub MAPTA teams
- 100+ Juniors participating in camps and clinics as well as in a competitive high school program

In addition, the Merion membership regularly utilizes the platform tennis facilities for recreation/leisure play and private instruction and the Club is host to roughly 30 platform tennis events each year.

Merion's Platform Tennis professional staff consists of a Director of Platform Tennis & Pickleball overseeing all platform tennis operations and programming and is supported by two (2) Assistant Platform Tennis Professionals who are also skilled tennis players and coaches. The professional staff is further augmented during peak season as required to support the robust programming.

Pickleball Facilities and Programs

As one of Merion's emerging racquets programs, the Club has recently invested in four dedicated outdoor hard-surface courts to meet the rapidly growing demand. In addition, two of the Club's four indoor tennis courts double as pickleball courts (equaling four pickleball courts) providing year-round access to this popular sport.

While relatively new to Merion, the Pickleball Program is gaining momentum with boundless potential given the increasing interest and demand for additional recreational, competitive and social play. Currently, the pickleball program consists of 350+ adult pickleball players.

Position Profile

The Merion Cricket Club seeks the consummate professional to lead our Platform Tennis and Pickleball programs and work collaboratively with our accomplished team. Potential candidates will be among the best in the platform tennis industry and possess the appropriate combination of court skills, leadership, vision and initiative best suited to the needs of the Club. The expectation is that the next Director of Platform Tennis & Pickleball will lead these programs to new heights and position Merion's programs as some of the finest in the country.

Coaching Experience

Just as important as Merion's exceptional facilities is our long-standing tradition of excellence in the coaching of racquet sports. Illustrious former Tennis and Squash professionals include William White 'Whitey', James Tully, Brendan McRory, James Dunn, Winnie Guilliford, Terry Hassall and Pascal Collard – all of whom have contributed significantly to delivering the Merion experience over the course of their long tenures for the past century.

Our commitment to deliver this same level of coaching excellence is no different for our Platform Tennis and Pickleball programs. The Club will expect the next Director of Platform Tennis & Pickleball to possess a proven and verifiable track record of developing robust and energized Platform Tennis and Pickleball programs. This individual must exhibit a passion for the game and be a skilled coaching professional engaging both beginners and 'A' players alike.

Position Summary

Merion's team of talented and committed senior managers strives for excellence in all aspects of the Club's operations. The Director of Platform Tennis & Pickleball will become an integral part of this cohesive management team and will lead the day-to-day operations of the Club's Platform Tennis and Pickleball Programs. Currently, there are two Assistant Platform Tennis Professionals who support the Director.

Key Position Attributes and Requirements:

1. An individual of high moral character who demonstrates the following qualities in both personal and professional settings: Integrity, Trustworthiness, Respect, Loyalty and Humility.
2. An exceptional communicator who will instill The Merion Cricket Club 'Service Culture' while effectively collaborating with a team of talented professionals to provide world-class member experiences that is the Club's hallmark.
3. An extensive background in high-caliber Platform Tennis and Pickleball operations demonstrating a balanced approach to programming that will engage all platform tennis and pickleball playing constituencies and uphold the Club's mission of providing excellent programs for all levels of ability.
4. A career path marked with a logical progression of title and responsibility along with stability and tenure. Proven and verifiable credentials of progressive accomplishments in leading large-scale highly regarded Platform Tennis and Pickleball operations.
5. A highly visible, accessible and energetic leader with a charismatic and engaging presence for the staff and membership alike. Must possess a passion for teaching and a genuine interest in sharing your love of the sport with others.
6. Must be highly organized and possess strong programming and administrative skills, ability to prioritize tasks, anticipate needs and execute flawlessly.
7. A collaborative and proactive team builder with a proven track record in recruitment and measurable staff development and mentorship ensuring a high caliber and dynamic assistant professional staff.
8. Proactive and self-motivated in developing, executing and monitoring relevant Platform Tennis and Pickleball programs and best practices to improve member engagement and member satisfaction.
9. Must maintain a robust presence both on and off court and be readily available to the Club's membership regardless of Platform Tennis playing proficiency and serves as the ambassador to our platform tennis playing constituencies. Must be unencumbered by any outside commitments or endeavors that would result in less than 100% time and attention to the task at hand.
10. Ownership of key goal-oriented metrics, including: increasing member participation/engagement, executing and measuring staff development/training, revenue growth and expense management.

Application Instructions

Candidates should send a resume and cover letter describing how their experience and qualifications align with the Position Profile and Key Position Attributes and Requirements.

Resume and cover letter should be sent to:

Caleb E. Tindall, CCM
General Manager/COO
The Merion Cricket Club
325 Montgomery Avenue
Haverford, PA 19041

or via email: ctindall@merioncricket.com

Submission Deadline

February 28, 2021

Selection Process

The Club will maintain open communication with all interested candidates who will be kept apprised as to timing related to the interview process.

An initial round of phone interviews will occur in early-March with finalists expected to visit the Club in late-March for in-person interviews.

It is expected that the successful candidate will be selected by March 31, 2021. The position is available immediately; however, the start date is open for discussion and will be largely determined by individual circumstances.



Director of Platform Tennis & Pickleball - Job Description -

Position: Director of Platform Tennis & Pickleball
Reports to: General Manager/COO
Direct Reports: Assistant Platform Tennis Professionals

The Director of Platform Tennis & Pickleball is responsible for creating and maintaining premier Platform Tennis and Pickleball programs at The Merion Cricket Club with the assistance of the Director of Athletics and Assistant Platform Tennis Professionals.

The Director of Platform Tennis & Pickleball shall lead, manage and supervise all aspects of the Platform Tennis and Pickleball programs while, at the same time, training the Assistant Platform Tennis Professional staff in a positive and proactive leadership role in providing exceptional service and balanced programs for the members and their guests.

A. Essential Duties and Responsibilities:

1. Increase the number of members who participate in the Club's Platform Tennis and Pickleball programs and use the Club's extensive facilities. Work with management, committees and individual members to implement new programs and uses of the facility to meet the needs of the members.
2. Plans and directs programs from beginner through advanced instruction to enhance broad-based member participation. Provides lessons and clinics relating to the techniques and strategies of Platform Tennis and Pickleball to members creating both opportunities for enjoyment of the game and/or facilitating improvement of playing ability to higher levels of proficiency. Organizes, administers and officiates at tournaments, exhibitions and social events.
3. Organizes, develops and administers league practices, matches, tournaments and awards for the Platform Tennis and Pickleball programs.
4. Ensures all Club members and guests receive courteous, prompt and professional attention regarding all of their Platform Tennis and Pickleball needs.
5. Recruits qualified and experienced professional staff as required to effectively administer the Platform Tennis and Pickleball programs. Provides a department orientation for each new staff employee. Responsible for supervising and scheduling of staff to ensure that appropriate personnel are present at all times the Club is open.
6. Develops and maintains departmental training manuals, programs and procedures for the Platform Tennis/Pickleball Department. Focuses on staff training to enhance the members' experience through personalized service.
7. Encourages staff to improve all aspects of their skills and to keep current on particular areas of the Club. Develops and mentors all staff to promote personal and professional growth and job satisfaction. Ensures that staff updates their skills as required.
8. Administers and enforces Club policies and procedures regarding play on Club courts. Enforces Club rules of safety, conduct, dress code, guest policy and children.
9. Interacts and communicates with the Platform Tennis and Pickleball Committees and participates in all committees related to each operation.
10. Represents the Club in local professional Platform Tennis and Pickleball activities.

B. Administrative:

1. Maintains an accurate record of all programs including lessons, clinics, camps, events, and tournaments.
2. Maintains and prepares an accurate listing of platform tennis and pickleball charges for the Member Billing Department.
3. Writes and edits all Platform Tennis and Pickleball related news for the Club newsletter. Submits accurately and timely event promotion information, including timelines, budgeting and requirements from other departments in a timely manner to the Communications and Accounting Departments to ensure proper marketing and execution of the event.
4. Creates the annual Platform Tennis and Pickleball Programming Guides.
5. Coordinates all food and beverage requirements for all Platform Tennis and Pickleball events through the Club's Catering Office 30 days in advance of the event.
6. Prepares and manages Club tournaments, holiday events and special events with the assistance of the Platform Tennis and Pickleball Committees, Assistant Tennis Professional staff, Director of Athletics and Club personnel.
7. Supports the Director of Athletics in coordinating the Club calendar.
8. Serves on the Platform Tennis and Pickleball Committees and receives guidance from these committees on programs and policy.
9. Maintains a high level of visibility at all major Platform Tennis and Pickleball activities.
10. Assists with monitoring the annual operation of the Platform Tennis and Pickleball budgets. Makes recommendations to generate revenue, increase profitability and increase usage of the Club. Responsible for practicing proper labor cost controls.
11. Assists members in finding opponents and partners.
12. Performs continuous observation and evaluation of the Platform Tennis and Pickleball facility conditions, reporting maintenance requirements to appropriate department and Club management.

C. Human Resources:

1. Ensures that all staff consistently complies with the Club's Employee Manual, Club policies and procedures and the Professional's Manual.
2. Provides an annual Employee evaluation for Assistant Platform Tennis Professional staff and creates appropriate professional development plans related to their involvement in the Platform Tennis and Pickleball programs.
3. Maintains documentation of personnel. Produces appropriate documentation including incident reports, accident reports and payroll forms.
4. Submits and approves all time off requests properly and in a timely manner. Manages time off to ensure coverage while not at the Club.
5. Develops and nurtures Assistant Platform Tennis Professionals to further their careers.

D. Education/Experience:

- A minimum of five years prior experience as a Director or Assistant Professional preferably at an upscale private club with diverse programs.
- Bachelor Degree in Sports Management or related program with a minimum of five (5) years' experience as Director of Platform Tennis or Assistant Director of Platform Tennis.
- Proven coaching skillset for players of all ages and playing level, adult development, junior development and performance development.
- A resume with progressively more responsible positions and stable tenure required.
- Knowledge of and proficiency with all computer programs required to effectively and efficiently coordinate a robust Platform Tennis program and communicate with the membership and Club personnel.
- APTA certification, USPTA certification and/or USPTR certification and membership preferred.
- CPR, First Aid and AED certifications.

E. Competencies:

1. Extensive training and experience in Platform Tennis and Pickleball Programming and coaching within an upscale private club environment.
2. An energetic, forward-thinking and creative individual with high ethical standards and an appropriate professional image. Is discreet and behaves with a high degree of professionalism.
3. A strategic visionary with sound practical skills, analytical ability, good judgment and strong operational focus.
4. A well organized and self-directed individual with strong operation and leadership skills. Ability to use effective problem solving skills and make independent decisions when circumstances warrant. Must possess the ability to plan, organize, develop, implement and interpret the program, goals and objectives pertaining to the Platform Tennis/Pickleball Department. Must possess the ability to seek out new program ideas and incorporate them into the existing Platform Tennis and Pickleball programs.
5. An intelligent and articulate individual who can relate to people on all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc. to staff, members and guests. Collaborative and able to create and sustain positive working relationships with co-workers and other staff.
6. A strong educator who is trustworthy and willing to share information and has the ability to inspire, coach, train, develop employees and serve as a mentor with the desire and ability to work with adults and children.
7. Ability to direct, supervise and schedule Assistant Platform Tennis Professional staff. Ability to build morale and spirit in employees and instill a “can do” and service attitude.
8. Provides exceptional member service and uses prompt and responsive follow-through. Asks questions to identify member’s needs and/or expectations. Ability to respond effectively to the most sensitive inquires or complaints.
9. Must be able to maintain strict confidentiality.
10. Ability and willingness to work irregular hours, late evenings, weekends and holidays when appropriate.
11. Knowledge of laws, rules and regulations related to the Private Club industry.
12. Knowledge of The Merion Cricket Club’s policies, rules, regulations and guidelines and strict adherence to same.