



### **Job Description/ Duties:**

1. Serve as a passionate ambassador of the Short Hills Club racquet sports programs across the Club and with the ability to transfer that passion to colleagues and staff.
2. Provide quality leadership and a positive, highly visible and engaging style. A genuine, accessible and approachable personality is an essential element of success.
3. Observe and abide by the Club rules as established by the Board of Directors of the Club and the Tennis, Paddle and Squash Committees and ensure that members and guests observe the rules and maintain good order in the racquets area of the facilities.
4. Maintain a culture that emphasizes traditional etiquette and sportsmanship, as well as proactive, personalized service. Manage a facility atmosphere that includes excellence, tradition, and understatement.
5. Assure a consistent, efficient, seamless daily operation of Club wide racquets operation. Provide members and guests with an environment that meets the values of the Club.
6. Organize and act as the Assistant Tournament Director of racquets tournament run and/or hosted by the Short Hills Club.
7. Be a strong “consensus builder,” recognizing the importance of having effective skills to reconcile differences and inspire solutions for a better operation and member experience.
8. Assist promoting a weekly and monthly communication system to all programs and events across all three sports.
9. Through programming, create a community within the racquets program. This would include recreational, social, competitive and interleague activities.
10. Help develop, organize and manage both adult and junior programs to include clinics, coaching sessions, tournaments, intra club ladder play, other organized activities.
11. Develop and market to the member’s non-instruction programmed playing opportunities (i.e. round robins, mixed doubles).
12. Assist in run all racquets events. Manage Club Championship processes.
13. Implement and design POS for all racquets activities, show transactions and events.
14. Responsible for assisting in training and scheduling seasonal and year-round teaching staff. Being engaged in promotion of events and help in creating an appealing and fun environment at facilities.
15. Ensure proper maintenance of tennis, paddle and squash courts. Manage day-to-day operations, as well as inspection and supervision of court maintenance and related equipment.

16. Assist in the written season-end report for review by the Tennis, Paddle, and Squash Committees that summarizes program highlights and recommends remedial actions required for program improvements.
17. Reporting monthly inventory, sales and proper billing through POS systems by the first of every month.
18. Strong interpersonal skills and engaging teaching style in diverse age groups, abilities, playing formats and settings.

### **Required Education, Experience and Training & Development.**

19. Proven track record of excellence in tennis/platform tennis instruction and programming. Squash teaching experience is preferred but not required.
20. Instructor certifications by an accredited teaching organization in both tennis and platform tennis (if not currently certified must commit to become certified within three months of the start of term). Squash certification is preferred but not required.
21. Experience recruiting, leading and assisting to directing a team of instructors both year-round and seasonal.
22. Experience with procurement of equipment and supplies for racquet sports activities in accordance with budget.
23. Ability to be an independent, self-starter requiring minimal supervision.
24. A high level of attention to detail and ability to multitask.
25. Excellent oral and written communication skills.
26. Organizational, financial and managerial skills, possessing a working knowledge of member owned club budgeting and accounting practices. Computer skills helpful.

### **Personal Qualifications**

27. Strong character and values.
28. Exhibit high ethical standards and an appropriate professional image.
29. Positive attitude, responsiveness, and passion for member service.
30. Enthusiasm and encouragement on and off the court to players of all ages and abilities in an effort to engage them in the racquets program.
31. Excellent interpersonal skills with a strong ability to work with a committee structure.
32. Understanding and commitment to developing juniors.
33. Commitment to substantial, daily on-court play and teaching for both tennis and paddle programs.
34. Being a hands on assistant with daily needs of court maintenance and program support asked of you by the Director should he/ she need you to assist in a task.