

DIRECTOR OF TENNIS PROFILE: NEW CANAAN RACQUET CLUB NEW CANAAN, CT

Located in New Canaan, CT, the New Canaan Racquet Club (NCRC) has been known for providing top quality indoor tennis facilities and experience since 1975. Facilities include 6 indoor tennis courts with LED lighting, a state of the art fitness facility and many wellness amenities. The fitness center is the perfect supplement for the active tennis patron. The tennis courts are scheduled to be resurfaced this summer with a high cushioned acrylic surface.

Top professionals recognize the NCRC as one of the most complete iconic indoor tennis facilities in CT. It has hosted many legend events over the years and has just made a commitment to expanding their programs and offerings. New Canaan is in Fairfield County, an affluent County that is known for young families and active lifestyle. New Canaan is only 45 minutes from Manhattan, NY. All the teaching staff members are USPTA/PTR Professionals with great experience.

During the summer months, the NCRC has the contract to manage the town tennis program at Mead Park. The 8 outdoor Har-Tru courts allow for year-round indoor and outdoor activities for our players. This will be part of the agreement to Direct this operation in the summer months when the indoor club has limited or low occupancy.

NCRC's staff aspires to exceed expectations in every way by providing a full complement of social activities and unique events, which are all part of the magic of the New Canaan Racquet Club.

MISSION STATEMENT

A Premiere tennis and fitness club dedicated to and recognized for providing its Members, their Families and Guests with an exceptional experience.

VISION STATEMENT

To be the most desirable full-service, family-oriented indoor tennis and racquet club in New England with vibrant players, first class facilities and unsurpassed service offerings.

Please visit the website at www.ncrctennis.com

New Canaan Racquet Club Director of Tennis Position Description

New Canaan Racquet Club is looking for a Director of Tennis ("DoT") who will work closely with the GM/COO to bring the department to the next level by expanding social and competitive programs to meet the ever-changing needs and demands of their patrons. This includes men, women and juniors.

The DoT position is comprehensive and must ensure the successful achievement of the mission and objectives of New Canaan Racquet Club. Responsible for overall operation of the department with the GM/COO, including the tennis, pro shop, programming and staff. The DoT is a highly visible position requiring strong presence, leadership and communication skills with both customers and staff. The DoT is expected to be the leader of the program by passionately promoting the games of Tennis in and around the New Canaan area. These traits must resonate through his/her team to do so as well. The working environment of the organization is one of professionalism and respect, and the Club prides itself on the positive relationships it maintains with its staff.

Under the direction of the General Manager/COO, and a USPTA Master Professional, the DoT administers the policies, procedures and programs of NCRC relating to Tennis.

The general roles and responsibilities of the DoT will be to deliver a range of services customarily provided by a Master or Elite USPTA/PTR professional. These services will include, but are not be limited to:

- Ability to be a passionate ambassador for the game of tennis and to require the same from each member of the tennis staff.
- Assure a consistent, efficient, and seamless daily operation of Club-wide tennis operations; provide members and guests with an environment that meets the values of the Club.
- Be a strong “consensus builder,” and having effective skills to reconcile differences and inspire solutions for a better operation and member experience.
- Enthusiastically encourage member participation by planning events to promote the sports and fellowship in the Club. Organize, schedule and manage tournaments, clinics, round robins, social events, and other tennis related activities to maximize members’ access to and enjoyment of the tennis facilities.
- Create a comprehensive events and activities program to include social, competitive and instructional programming for all levels.
- Oversee departmental programs and services to meet budget objectives and exceed member satisfaction.
- Document and report to the Tennis Committee successful and/or unsuccessful programs to be used as a reference tool in future event and calendar planning.
- Be capable to carry on a teaching philosophy in line with the Club’s values and traditions. Implement that philosophy throughout the tennis programs.
- Provide private and group lessons to both adults and children, as well as oversee lessons taught by all staff professionals.
- Provide organizational and structural support for the adult league team tennis practice and matches.
- Play tennis and provide instruction to members of varying skill levels to encourage skill development and relationship building. Hours will be limited to ensure ample time for effectively administering the department.
- Continue the development and implementation of a top notch junior program that meets the demand of all junior abilities. This should be a comprehensive, creative and innovative program from grass roots to high performance. Work closely with the 10 and Under Director to provide the best 10 and under in the area. Must be proficient with the “USTA 10 and Under” initiative on how to instruct children.
- Coordinate instruction, competitive playing, and team opportunities for a large and active group of juniors.
- Oversee a high-quality boutique retail operation in the Club’s Tennis Shop.
- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports.
- Supervise all teaching professionals, pro shop staff, and seasonal interns (staff size of approximately 12). This is in conjunction with the GM/COO.
- Manage all staff scheduling.
- Acts as manager on duty whenever the GM/COO is off the premises.
- Conduct regular staff meetings within the tennis department to ensure effective communications.
- Responsible to aid the GM/COO with the selection, development, and coaching of all department staff
- Prepare tennis promotional items and event results for the website, Club bulletin and e-blasts.
- Oversee a social media campaign to promote the club and activities. Start a mobile app to aid in this.
- Responsible to assist in the annual budget process, monthly financial performance and weekly payroll management.
- Work with the Club’s Tennis Maintenance Staff to ensure the club is clean and safe.
- Enforce all the Club’s Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by the Club.

The following positions report to the Director of Tennis:

- 10 professionals
- Shop staff

Candidate Qualifications/Experience/Selection Criteria

The primary selection criteria to be used in evaluating a candidate will include:

- Breadth and depth of experience as a tennis professional
- Degree of experience in similar settings of an indoor operation
- Demonstrations of technical competence
- Ability to articulate a compelling vision for the future of the Club's programs

The ideal candidate should be an engaging and polished professional with a minimum of five (3-5) years of experience as a Director of Tennis or Head Professional in a commercial club setting.

A resume indicating progressively more responsible positions and demonstrating experience in delivering both group and individual instructional programs to players of various age groups and skill levels. Additionally, the candidate should have a proven history of high ethical standards.

Of equal importance are exemplary communication (both written and spoken) and interpersonal skills and the ability to work with all committees. The candidate must possess a proven ability to attract, hire, develop and lead a high performing team of professionals while setting standards of performance appropriate to perpetuating the traditions and values of the NCRC.

The candidate will exhibit excellent organizational, technological and time management skills and have solid tennis playing competency. The candidate will have experience in developing and staging club events and running group instructional classes. The candidate should have considerable experience running and organizing successful women's and junior tennis programs.

In order to be successful, the DoT must have the following personal attributes:

- Can work well with others
- Has keen problem-solving skills
- Has a strong operational management record
- Is a mentor
- Is personally effective and organized
- Has the entrepreneurial spirit to create new programs and respect what currently works at the club
- Is member focused, dedicated and delighted to meet the expectations and requirements of the patrons and their guests
- Possess high energy and genuine desire to interact actively with the membership on a professional and hospitable level
- Has strong time management abilities: concentrating efforts on the more important priorities; getting more done in less time than others; can attend to a broad range of activities and demands. Typically this position has 6 day/week duties.
- Enjoys public speaking
- Has personal character and charisma
- Is respected by others
- Understand and lives the New Canaan Racquet Club culture

This position commences after Labor Day, 2018

Education and certification preferences: The ideal candidate will ideally hold a college degree with USPTA/USPTR Professional Certification.

Salary:

The compensation package will be a combination of salary and your own lesson percentage. A bonus structure may also be instituted for the right candidate. The position comes with a percentage of health benefits coverage, vacation, and an educational budget.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. The deadline for applications is 5:00 p.m. Sunday, July 1, 2018.

Cover Letters and any correspondence should be addressed to Mr. Len Simard, GM/COO of New Canaan Racquet Club

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume”

“Last Name, First Name Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter, [visit this page](#).

If you have any questions, please email Nan Fisher: nan@kkandw.com

[Click here](#) to upload your resume and cover letter.

Lead Search Executive:

Len Simard

Racquet Sports & Fitness Search Executive

407-463-8923

len@kkandw.com