

The Winter Club of Lake Forest
Job Description

Title: Director of Racquet Sports

The Winter Club of Lake Forest in Lake Forest, IL is a private recreational Club founded in 1902. The Club racquets facilities consist of three hard tennis courts, three QuickStart tennis courts (also lined for pickleball), four platform tennis courts, two hardball squash courts (a doubles and a singles), and paddle hut with indoor & outdoor fireplaces. The Club has a very active racquets program, with over thirty percent of families participating in our platform tennis program. The club consist of over 330 families in all member categories.

Position Description: The Winter Club Director of Racquet Sports is the face and ambassador of Winter Club Racquets, responsible for overseeing all aspects our racquets programs. The Director of Racquets is responsible for providing a top notch racquets experience to all members and guests via hospitality, innovative programming, embracing all skill levels, timely communication & promotion, recruitment & training of staff. This is a working director position.

Essential Duties and Responsibilities include:

1. Management of the daily racquet operations from facilities to play.
2. Drive consistent improvement in racquets programs (leagues, clinics, lessons, events and camp) for all ages & skill levels of members with corresponding programs for each on a regular basis.
3. Create and be innovative on developing new programs to bring about greater involvement in our racquet programs – tennis, paddle, pickleball, squash & fitness.
4. Participate actively in all Club-wide events (Hot Coals and Winter Carnival) to bring an element of our racquets program into each event with the goal being growth and exposure to all of our racquet programs.
5. Drive and improve overall financial health of the racquets programs by growing revenue consistently year over year and actively monitoring and controlling expenses.
6. Cultivate and actively communicate with members in a timely manner through all means available including personal face to face, email, website, appropriate social media, court booking system, print and phone.
7. Ensures the highest level of customer service and hospitality by overseeing or performing operational duties including racquets facilities being properly maintained; answering phones; responding to voice mail and emails; taking reservations; timely & accurate billing of services; keeping racquets section of website current and up-to-date; monitoring & maintaining online court booking system; and conducting in-person new member orientations. Works closely with all departments of the Winter Club to ensure the Racquets Department is always ready.
8. Manage & develop racquets operations staff by selecting and hiring qualified candidates of high character. Provide training, support, and communication to staff. Create an effective schedule that meets members needs and the department's budget.
9. Financial – oversee all billing for services, leagues and events. Monitor payroll for staff and independent contractors. Develop annual budget in conjunction with General Manager and Controller. Monitor and provide reports on actual performance versus budget. Oversee annual purchases of required equipment and supplies in line with annual budget.
10. Outgoing personality and warmth to make everyone feel welcome through presence and being accessible to membership and fellow staff, is very important.
11. Ability to generate and maintain high level of respect through ongoing positive interaction and communication with members, staff and colleagues.

Required Certifications:

USPTA Certification in both Tennis and Platform Tennis

Paddle - Elite Platform Professional

Tennis - Elite Professional working towards Master Professional preferred

Additional Requirements:

1. A minimum of three years as Director of Racquets Sports, Head Tennis/Paddle Professional or First Assistant at a high-end, country club or tennis/paddle club is desired where success in all facets of operations, tennis and paddle programs and participation is evident.
2. APTA national level playing experience required.
3. College tennis playing experience preferred.
4. College education preferred - Bachelor's degree and/or Professional Tennis Management degree preferred.
5. A career path marked with stability, educational growth with USPTA and a logical progression of title and responsibility.

Reports to: General Manager

Works closely with: Racquet Chair and Committee, Controller, Director of Food & Beverage, Café, Camp Director, Communications Manager, Front Office and Maintenance Department. Effective, proactive and timely communication will be essential to the success of the Director of Racquets and the growth of racquets sports at the Winter Club.

Candidates invited for in-person interviews will be requested to provide a work portfolio. The portfolio should cover the following:

- league management and development
- drills/clinics
- lesson style/format
- programming for adult, junior & family – tournament, events, camps, lessons, etc...
- trends & innovations in racquet sports - how have these been incorporated at current club and how they might be incorporated at WC
- given the facilities of the WC, how would you grow member involvement in racquet sports in relation to adults, juniors, families, and beginners of all ages
- what other services/offering would you propose the WC consider offering

Cover letter & resume should be directed to Neil Smith, General Manager –
NSmith@TheWinterClub.com

Deadline for submitting cover letter & resume is April 30, 2018

Ideally position start date would be July 15, 2018