

Job Description

Position Title: Head Tennis Professional

Reports to (Position Title): Director of Tennis

Position Overview:

The Head Tennis Professional coordinates all activity of the Tennis Program as directed by the Director of Tennis. Must interact well with members, residents, and their guests while maintaining a professional, courteous, attentive, and friendly demeanor. The Tennis Professional must be well groomed and properly attired.

Essential Duties & Responsibilities:

- Tennis facility management and activities including tennis shop operations, customer service, tournament play and facility promotion.
- Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of tennis programs, service methods, and procedures; works with employees on the continuous improvement of tennis facility services.
- Collects cash, check and chit payments from tennis court patrons for services and merchandise; maintains and balances register amounts; and assists in depositing daily revenue.
- Provides efficient and courteous customer service regarding tennis court playing conditions, and rules and regulations of the game.
- Maintains daily records of player names and related data.
- Assists in coordination of a range of activities designed to promote and encourage tennis play and a greater understanding of the game. Provides lessons to interested individuals.
- Assists with coordination of tournament events and schedules tournament times and dates.
- Maintains merchandise levels within the tennis shop; assists with purchase orders, inventory counts and communicating with vendors.
- Participates in marketing and displaying tennis merchandise.
- Executes opening and closing procedures, arming and disengaging alarm system. and, unlocking and locking doors. Conducts opening or closing register procedures.
- Monitors tennis court marshals and starters to remain abreast of court pace of play.
- Supervises tasks of tennis court maintenance personnel, as well as all seasonal or temporary employees.
- Such other duties as may be assigned by the Company at its discretion from time to time.

Knowledge, Skills, and Abilities:

- Rules and regulations of the game of tennis.
- Operational characteristics, services and activities.
- Principles and practices of tennis shop operations and tournament development and administration.
- Methods and techniques of teaching the game of tennis.
- Merchandising, marketing and retailing tennis equipment.
- Point of Sale Software, Tournament and Handicap Software
- Monitoring and evaluating assigned tennis programs.
- Communicate clearly and effectively, both orally and in writing.
- Instruct beginners and skilled players in the game of tennis.
- Market and purchase tennis court supplies and materials.
- Management of tennis facility
- Assist in training and evaluating subordinate employees.
- Establish and maintain effective working relationships.
- Maintain records.
- Provide customer service.

Credentials and Experience:

- High school diploma or GED with specialized training in the game of tennis

- Three years of directly related experience in tennis and retailing operations.
- USPTA Teaching Professional certification.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Amount of Time

	Under 1/3	1/3 to 2/3	Over 2/3	N/A
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Amount of Time

LIFTING:	Under 1/3	1/3 to 2/3	Over 2/3	N/A
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Amount of Time

WORK ENVIRONMENT:	Under 1/3	1/3 to 2/3	Over 2/3	N/A
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extreme Cold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Extreme Heat	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Position Type/Expected Hours of Work

This is a full-time position. Days and regular hours of work are Monday through Friday, 8:30 a.m. to 5 p.m.; however, this position regularly requires long hours and frequent weekend work.

I have read my Job Description and understand the information contained herein. I further understand that this Job Description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or working conditions associated with my job.

Employee

Date

For Human Resources Use Only

Supervisory/Functional Management Requirements – Check Only One Category Below

- None Does not provide work direction or supervision to others
- Lead/Supervisor Provides work direction, leadership, and training to a few employees
 - Directly supervises _____ (#of) employees
 - Indirectly supervises _____ (# of) employees
 - Supervises an area including: _____
- Manages a function without direct supervision of people (May have budget responsibility)
- Manages one group (supervises ____ (#of) people and has budget responsibility ___ (yes); ___ (no))
- Manages more than one group (supervises others & has budget responsibility)

FLSA Status: Exempt Non-Exempt†

EEO-1Category: Executive/Senior Level Officials & Managers First/Mid Level Officials & Managers Professional Technician Sales Worker Administrative Support

Approved Date: