

BY THE NUMBERS

CLUB TYPE: PRIVATE CLUB

YEAR-ROUND POSITION: YES

INTERFACE WITH MEMBER COMMITTEE? YES

TOTAL COURTS: 12

PLATFORM TENNIS COURTS: 4

PICKLEBALL COURTS: 8

ALL RACQUET SPORTS OFFERED: SQUASH, TENNIS, PLATFORM TENNIS, PICKLEBALL, PADEL

TOTAL MEMBERSHIPS: 2,500

ACTIVE ADULT PLAYERS: 150 PLATFORM TENNIS/150 PICKLEBALL

JUNIOR PLAYERS: 30 PLATFORM TENNIS

LADIES LEAGUE TEAMS: 10

YEARS EXPERIENCE IN SIMILAR ROLE: 3

CONSIDER FIRST TIME DIRECTOR: YES

ASSISTANT PROS: 1

APPROXIMATE PRO SHOP SALES: \$800,000

INSTRUCTIONAL REVENUE: \$1,250,000

COMPENSATION: TOTAL CASH COMPENSATION FOR THIS POSITION INCLUDES BASE SALARY & COMMISSIONS. PROJECTED AT \$145,000-\$155,000, PLUS NON-CASH COMPENSATION AND BENEFITS EQUALING ROUGHLY \$20,000

ONE HOUR LESSON RATE: \$90

ON-COURT HOURS: 30

RELOCATION ASSISTANCE: YES

EMPLOYEE BENEFITS: HEALTH BENEFITS (PAID, IN PART BY EMPLOYEE, 401(K), PTO, PROFESSIONAL DEVELOPMENT/CERTIFICATIONS TOURNAMENT PARTICIPATION

DIRECTOR OF PLATFORM TENNIS & PICKLEBALL MERION CRICKET CLUB HAVERFORD, PA



The Opportunity

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 is an integral part of this cohesive management team and leads the day-to-day operations of the Club's Platform Tennis and Pickleball Programs. The Director is responsible for creating and maintaining premier Platform Tennis and Pickleball programs 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.

The Club

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. Its majestic 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. Merion's extensive racquets facilities include:

A spectacular new platform tennis pavilion which overlooks (4) permanent platform tennis courts

- (8) pickleball courts (including 4 permanent outdoor courts)
- (4) indoor tennis courts
- (11) Har-Tru Tennis Courts
- (18) Grass Tennis Courts

Amenities also include a multi-level fitness center, bowling lanes, singles/doubles squash courts, pro shop and locker rooms. The Club



recently completed a multi-year, multi-million-dollar Master Plan expansion with substantial investments made in strengthening the racquets facilities.

The Location

Haverford, PA is an affluent township located 10 miles outside of Philadelphia on the historic Main Line. This community is home to a large student population with Haverford College, Bryn Mawr College and Villanova University all located within a very short distance from Haverford. Residents also enjoy city amenities due to the proximity to Philadelphia but have the benefit of a suburban lifestyle.

Key Position Attributes and Requirements

- An individual of high moral character who demonstrates the following qualities in both personal and professional settings: Integrity, Trustworthiness, Respect, Loyalty, and Humility.
- 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.
- 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.
- A career path marked with a logical progression of responsibility along with stability and tenure. Proven and verifiable credentials of progressive accomplishments in leading highly regarded Platform Tennis and Pickleball operations.
- 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.
- Must be highly organized and possess strong programming and administrative skills, ability to prioritize tasks, anticipate needs and execute flawlessly.
- 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.
- 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.
- 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.
- Ownership of key goal-oriented metrics, including; increasing member participation/engagement, executing, and measuring staff development/training, revenue growth and expense management.
- Must be unencumbered by any outside commitments or endeavors that would result in less than 100% time and attention to the task at hand.



Essential Functions and Expectations

- 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.
- 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.
- Organizes, develops, and administers league practices, matches, tournaments, and awards for the Platform Tennis and Pickleball programs.
- Ensures all Club members and guests receive courteous, prompt and professional attention regarding all of their Platform Tennis and Pickleball needs.
- 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 staff to ensure that appropriate personnel are present at all times the Club is open.
- 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.
- Encourages staff to improve all aspects of their skills and to keep current on targeted 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.
- Administers and enforces Club policies and procedures regarding play on Club courts. Enforces Club rules of safety, conduct, dress code, guest policy and children.
- Interacts and communicates with the Platform Tennis and Pickleball Committees and participates in all committees related to each operation. Represents the Club in local professional Platform Tennis and Pickleball activities.

Administrative:

- Maintains an accurate record of all programs including lessons, clinics, camps, events, and tournaments.
- Maintains and prepares an accurate listing of platform tennis and pickleball charges for the Member Billing Department.
- Writes and edits all Platform Tennis and Pickleball related news for the Club newsletter. Submits accurate 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.
- Creates the annual Platform Tennis and Pickleball Programming Guides.
- 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.
- 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.
- Supports the Director of Athletics in coordinating the Club calendar.



- Serves on the Platform Tennis and Pickleball Committees and receives guidance from these committees on programs and policy.
- Maintains a high level of visibility at all major Platform Tennis and Pickleball activities.
- 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.
- Assists members in finding opponents and partners.
- Performs continuous observation and evaluation of the Platform Tennis and Pickleball facility conditions, reporting maintenance requirements to appropriate department and Club management.

Human Resources:

- Ensures that all staff consistently complies with the Club's Employee Manual, Club policies and procedures and the Professional's Manual.
- 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.
- Maintains documentation of personnel. Produces appropriate documentation including incident reports, accident reports and payroll forms.
- Submits and approves all time off requests properly and in a timely manner. Manages time off to ensure coverage while not at the Club.
- Develops and nurtures Assistant Platform Tennis Professionals to further their careers.

Qualifications: Education/ Experience/ Certification

- Three years prior experience as a Director or Assistant Professional, preferably at an upscale private club with diverse programs.
- Bachelor's degree in Sports Management or related program (or equivalent platform tennis/pickleball work experience at an elite club)
- Proven coaching skillset for players of all ages and playing levels for adults and juniors.
- A career-path with progressively more responsibility and stability.
- Knowledge of and proficiency with all computer programs required to coordinate a robust Platform Tennis program and communicate with the membership and Club personnel effectively and efficiently.
- Verifiable ongoing participation in industry Continuing Education programs.
- USPTA Elite Professional, (or PTR equivalent)
- Platform Tennis: USPTA Platform Professional or PPTR
- Pickleball Certification: USPTA Pickleball, IPTPA, or PPR
- A tennis playing ability of NTRP 4.5 (UTR 7.00-9.00)
- A platform tennis PTI proficiency of 20 or less
- CPR, First Aid and AED certifications.

Competencies

- Experience in Platform Tennis and Pickleball programming and coaching within an upscale private club.
- 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.



- A strategic thinker with sound practical skills, analytical ability, good judgment and strong operational focus.
- 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.
- 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.
- A strong educator who is trustworthy and willing to share information and can inspire, coach, train, develop employees and serve as a mentor with the desire and ability to work with adults and children.
- Ability to direct, supervise and schedule the Assistant Platform Tennis Professional staff. Ability to build morale and spirit in employees and instill a “can do” and service attitude.
- 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 inquiries or complaints.
- Must be able to maintain strict confidentiality.
- Ability and willingness to work irregular hours, late evenings, weekends, and holidays when appropriate.
- Knowledge of laws, rules and regulations related to the Private Club industry.
- Knowledge of The Merion Cricket Club’s policies, rules, regulations and guidelines and strict adherence to same.

Compensation / Benefits / Professional Support

- Total cash compensation for this position includes base salary and commissions, projected at \$145,000 - \$155,000, plus non-cash compensation and benefits equaling roughly \$20,000.
- Relocation assistance is offered and negotiable.
- Merion Cricket Club offers a full-employee benefit package including Health Benefits, 401K, PTO, Professional Development and Certifications reimbursement and Tournament participation.

Application Process & Deadline

Please note the Deadline to submit an Application is 5:00 p.m. (EST) on Friday, June 9, 2023.

A thorough and professional review and interview process will proceed the selection of the new Professional. Finalists will be invited to participate in personal interviews at the Club.

You will be asked to complete a brief application, and to submit your resume and Cover Letter, which should be addressed to the attention of:

Mr Caleb Tindall, General Manager/COO



Your Cover Letter should clearly articulate how your successful experience and skills are aligned with the position, and why you believe you are a great fit with the requirements of the role. You should also state why you wish to be considered for this position at this stage of your career, and why you believe Merion Cricket Club, and the Philadelphia area would be a good fit for you and your family if you are selected.

When your Cover Letter is complete, please be prepared to upload it and your updated resume, while completing the Online Applications. Your documents should be in this format:

- ***“Save As” (Word Document or PDF Format only)*** with a filename as:
 - **LastName_PickleballPlatform tennis_MerionCricketClub_Resume**
 - **LastName_PickleballPlatform tennis_MerionCricketClub_CoverLetter**