



## GREENWICH COUNTRY CLUB DIRECTOR OF RACQUETS POSITION

The Greenwich Country Club seeks a Director of Racquets (DOR) to lead a multi-faceted racquets operation in Greenwich, Connecticut. The Greenwich Country Club is a Platinum Club of America and has also received the Distinguished Club award. We seek an engaging, charismatic, enthusiastic, polished professional with a strong and well-rounded racquet background who would be outstanding in this position.

A positive, innovative, and energetic approach to Greenwich Country Club's programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on competitive, social, and family activities for all levels of players across tennis, platform tennis, and pickleball is paramount. The successful candidate will display outstanding administration and communication skills, remain highly visible and available to members and staff, be passionate about all racquet sports, and genuinely enjoy building member relationships. Lastly, the successful candidate needs to have a "can do" attitude and attention to detail that ultimately provides members with consistent, memorable experiences when visiting the Club.

### **ABOUT GREENWICH COUNTRY CLUB**

Building on its traditions since 1892, Greenwich Country Club features 18 holes of golf, aquatics, 3 dining venues, 2 seasonal restaurant venues, and a grand ballroom that seats 400. The Club has 16 guestrooms, a bowling alley, and a fitness center. The Club will open its new Golf Learning Center this fall, providing the latest fitting technology with simulator play.

The racquets program is active year-round, and their amenities include 7 hydro tennis courts composed of Har-Tru, 4 new pickleball courts, and 4 platform tennis courts. The Club has its indoor bubble and provides tennis from October through April. The beautifully appointed pro shop and patio viewing area opened in 2021 after an extensive facility renovation. Our pristine grounds, a tournament staging area, and viewing opportunities create a welcoming environment. There is a robust member-centric tennis and platform tennis program with the continued growth of pickleball.

Greenwich Country Club hosts various activities for all levels of racquet sports players with both competitive and social interests. The women's and men's interclub teams are among the strongest in the greater Greenwich area and offer complete practice and match programs.

### **GREENWICH COUNTRY CLUB BY THE NUMBERS**

- Approximately 650 members in all categories
- \$125,000 average initiation fee-full member
- 105 full-time employees, 100 part-time employees
- The average age of members is 54, with many young families
- Approximately 125 platform tennis players, 175 pickleball Players, and 200 tennis players
- GCC utilizes Jonas (POS), Online Court Reservation Systems (court bookings), and Club Essentials (club communications).
- Greenwich Country Club Website: [www.greenwichcountryclub.org](http://www.greenwichcountryclub.org)



## **DIRECTOR OF RACQUETS – POSITION OVERVIEW**

The Director of Racquets (DOR) will seek to continue rich traditions at the Club while bringing new, innovative, and quality events to the adult and junior programs.

The DOR position is comprehensive and must ensure the achievement of the mission and objectives of Greenwich Country Club. The successful candidate will be responsible for the overall operation of the Racquets Program, including tennis, platform tennis, pickleball, pro shop, programming, and staff. The DOR is a highly visible position requiring strong presence, leadership, and written and verbal communication skills with members and staff. The DOR is expected to lead the Racquets Program by passionately promoting the complete racquets program.

The working environment at Greenwich Country Club is one of professionalism, and Greenwich Country Club prides itself on fostering a positive relationship with members and staff.

Under the direction of the General Manager/Chief Operating Officer, the DOR administers the policies, procedures, and programs of Greenwich Country Club relating to all racquet sports. There is a committee structure within racquets, and it governs exceptionally well. It is supportive, provides input, and is strategic in nature.

The general roles and responsibilities of the DOR will be to deliver a range of services customarily provided by a Master or Elite PTR/USPTA professional.

## **INITIAL PRIORITIES OF THE NEW DIRECTOR OF RACQUETS**

- Provide quality leadership and a positive, evident, and engaging style. A genuine, accessible, and approachable personality is essential to success.
- Oversees high-performing racquet operations and programming, with exemplary service and connectivity to Members and the team.
- Provide leadership and direction to the Racquets Committees, all while sharing their vision and goals for the path of GCC racquet sports.
- Develop and implement a teaching philosophy that embraces GCC's values and traditions; incorporate standardized teaching methodologies as appropriate.
- Play tennis, platform tennis, and pickleball with the membership and provide limited instruction to all skill levels to encourage relationship building.
- Organize, schedule, and manage tournaments, interclub teams, clinics, round robins, social events, private outings, and other tennis, pickleball, and platform tennis-related activities to maximize members' access to and enjoyment of the facilities.
- Create an annual calendar of events that includes events and activities for adults and juniors, including competitive, social, and instructional programming for all levels and other events/activities deemed to enhance the racquets experience at the Club.
- Continue and enhance a high-level and respected junior instructional program that meets the demands of all juniors. The program will include social and competitive activities and be comprehensive, creative, and innovative for all levels. Proficient in understanding the "USTA's 10 and Under" protocol.



## GREENWICH COUNTRY CLUB DIRECTOR OF RACQUETS POSITION

- Responsible for developing the program's annual operating and capital budgets, meeting or exceeding financial targets for the racquet's programs, reviewing financial reports, proactively managing trending projections, and preparing necessary and proper analyses.
- Owns and manages racquet merchandise and retail operations, including tennis, platform tennis, and pickleball merchandise. Regular interaction with members to gauge their expectations and satisfaction with the pro shop's offerings.
- Strong administrative skills to organize and deliver an operational manual to the departments.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, Racquets Committee, and some sub-committee meetings. Responsible for drafting the Committee agendas in coordination with the General Manager/COO and respective Committee Chair.
- Prepare weekly promotional items and event results for the website, social media platforms, and e-blasts.

### CURRENT DIRECTOR OF RACQUETS DIRECT REPORTS

- Assistant to the Racquets Director
- Tennis Professionals
- Pro Shop Staff Administrative Assistant
- Racquets Maintenance Liaison

### CANDIDATE QUALIFICATIONS

- At least five (5) years of experience leading up to a management role in (preferably) a private member-owned club with multi-dimensional operations or leading racquet operations outside the club industry in a similar hospitality operation. A head professional or first assistant at a highly successful club and racquets program will be considered with appropriate experience and mentorship.
- A strong and passionate leader with a proven track record of providing premier services in a dynamic, preferably multiple racquets sport, large membership environment.
- A proven track record in all racquet player and program development.
- Strength in strategic planning and working closely with management, committees, and other key contributors to develop, execute, and update strategies for success.
- A leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, and providing consistent feedback and support.
- An innovator and champion of new ideas and initiatives, looking to consistently improve member experiences and operational efficiency.
- A history of involvement with professional organizations, including the PTR, USPTA, and USTA, to ensure keen knowledge of current trends, best practices, and innovations, along with a strong network of resources.
- Provide organizational and structural support to the various racquet teams and leagues.
- Exemplary two-way communication (both written and verbal) and interpersonal skills. The candidate must possess a proven ability to attract, hire, develop, and lead a high-performing team of professionals while setting performance standards appropriate to perpetuate GCC traditions and values.



**EDUCATION AND CERTIFICATION QUALIFICATIONS**

- A college degree from a 4-year accredited university or equivalent working experience in the racquet industry is preferred.
- Certified as a PPR or IPTPA for pickleball, PPTR or PPTA for platform tennis, and PTR or USPTA Elite professional tennis is a requirement. Ideally, the candidate is certified in all three sports or is progressing on this path.
- Knowledge of court maintenance, including Har-Tru, clay courts, hard-surfaced pickleball courts, and platform tennis courts preferred.
- Knowledge of indoor bubble maintenance.

**SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including association membership.

**INSTRUCTIONS ON HOW TO APPLY**

Please send your resume and cover letter to Keith Armstrong ([karmstrong@greenwichcountryclub.org](mailto:karmstrong@greenwichcountryclub.org)), GM/COO, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why GCC and the Greenwich area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Oct. 10, 2023.