



DIRECTOR OF RACQUETS PROFILE:

Huntingdon Valley Country Club

Huntingdon Valley, PA

THE DIRECTOR OF RACQUETS OPPORTUNITY AT HUNTINGDON VALLEY COUNTRY CLUB

The Director of Racquets at Huntingdon Valley Country Club will lead a fast-growing private racquet operation while having the opportunity to drive significant impact at the club through program creation, promotion, leadership and refinement. If you possess superior customer service skills, are a charismatic leader with an entrepreneurial spirit, and embrace rich Club traditions and values, this is your career opportunity.

Huntingdon Valley Country Club is seeking a highly motivated professional with strong leadership experience as the Director of Racquets. A positive, innovative, and energetic approach to Huntingdon Valley Country Club programming and duties is essential. In addition to the future Director of Racquets leadership and teambuilding skills, the ideal candidate will exhibit a high level of focus on family and social activities for all levels of players in tennis, paddle, and pickleball. The candidate must be able to demonstrate proven teaching/skills development ability, written and verbal communication skills, and the ability to effectively market and promote racquets programming to the membership. Visibility, a genuine interest in the needs of HVCC members, and authentic enjoyment of building member relationships is key, as is the ability to engage with racquets committee members in a productive and professional manner. The successful candidate will be well respected within the racquets community.

HUNTINGDON VALLEY COUNTRY CLUB OVERVIEW

Huntingdon Valley Country Club is a private, family-oriented club located in southeastern PA boasting a 300+ acre campus. The Club's Racquets Campus was recently updated in 2015 with a dedicated 3,600 square foot Racquets Clubhouse. The Racquets Campus features 6 Red Clay Courts, 6 Heated Platform Tennis Courts, 4 Lit Pickle Ball Courts and two Hard Tennis Courts. The club is renowned for their showcase 27 holes designed by William Flynn and 42,000 square foot clubhouse relocated to the current site in 1926. Today's Huntingdon Valley offers a blend of the rich traditions of the past with all the contemporary amenities that are necessary for an active and enjoyable Club experience. The club offers an atmosphere of exceptional service and warm hospitality, with breathtaking views of the valley that provide members a fitting setting for recreation, fine dining and social interaction.

DIRECTOR OF RACQUETS POSITION OVERVIEW

The Director of Racquets position is comprehensive and must ensure the successful achievement of the mission and objectives of Huntingdon Valley Country Club. The Director of Racquets is responsible for the oversight and execution of the entire Racquet Sports Program and will work directly with the General Manager/Chief Operating Officer, Racquets Committee, the Guidance Team and all Racquets staff to ensure clear and consistent communications as it pertains to expectations, organization, labor costs, event creation, services offered and overall operation of the department.

The Director of Racquets will be responsible for all Tennis, Pickleball, Paddle and Squash, the utilization of all facilities including the fitness room, and all operations to deliver the best experience for both members and guests and will be able to forecast, plan and manage all facets of the Department including, instructional, staff mentorship and supervision, social and competitive programming, interclub team creation and the highest level of member service.

The goal of the Racquets Program is to deliver a consistent member/guest experience and grow the overall racquets program and "Club" level membership. The Director of Racquets will strive to maximize the member experience through creative planning and strategies that increase offerings while enhancing member participation.

The Director of Racquets is a highly visible position requiring strong presence, leadership, and communication skills with members and staff members alike. He or she is expected to be a passionate leader of the organization, promoting racquets at the Club, and engaging his/her team to have a similar enthusiasm.

The Director of Racquets is respected in the Racquets Community and is the 'face' of Huntingdon Valley Country Club's racquets operation, and is expected to ensure that the best interest of the membership is supported through leadership, which must be one of natural positive engagement, strong communicative style, and an infectious enthusiasm for the role he/she has assumed. Of extreme importance is the continued development and motivation of an effective and dedicated team, leading to increasing levels of membership satisfaction.

MEMBER, STAFF MEMBER, AND COMMITTEE RELATIONS

- True collaborator/participant and believer in setting the direction and service environment for the overall team.
- Must be able to identify and create the mission and vision statement for the department.
- Provide quality leadership and a positive, highly visible, and engaging style. A genuine, accessible and approachable personality is an essential element of success.
- Must be a passionate ambassador for all racquet sports with the ability to transfer that passion to the team members.
- Is sincerely active and visibly interactive with staff, members, and their guests daily.
- Is the positive, upbeat leader of the racquets experience who intuitively exemplifies the standards of decorum and quality necessary to meet the desired goals of Huntingdon Valley Country Club.

- Attends meetings of the various committees, of which he/she is an ex-officio member, sharing information and listening to concerns, as well as sharing perspectives and recommendations.
- Is a strong “consensus builder,” recognizing the importance of having effective skills to reconcile differences and inspire solutions for a better operation and member experience.

PROGRAMMING

- Create comprehensive events and activities to include social, competitive, and instructional programming for all levels.
- Develop an annual events calendar that takes into consideration the other sports and amenities of the club.
- Organize, schedule, and manage tournaments, clinics, round robins, social events, and other racquet-related activities to maximize members’ access to and enjoyment of the Racquet’s facilities.
- Create interclub teams and then provide organizational and structural support for league team’s practice and play. Provide a fair and equitable system for teams to be organized and governed
- Develop and implement a high-level and respected junior program that meets the demand of all junior abilities. Program should be comprehensive, creative, and innovative for all levels of junior play
- Proficient in the “USTA’s 10 and Under” initiative on teaching protocol

BUSINESS AND FINANCIAL ACUMEN

- Responsible for the development of racquets annual operating and capital budgets.
- Reviews financial reports, and proactively manages trending projections (both positive and negative) and preparing necessary and proper analysis.
- Work with the Club to ensure that a recognized racquets merchandise and retail operation is in place, representing the desires and expectations of the members, to which he/she has regular interactions with to gauge satisfaction.
- Has strong knowledge of key metrics and benchmarking and works closely with other key Club professionals to ensure appropriate and necessary evaluations are in place, as well as clearly defined plans to meet annual goals.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Leadership Staff, Racquet Committee and other sub-committee meetings. Responsible for drafting the Committee agendas in coordination with the General Manager/COO and respective Committee Chair.
- Enforce all Club’s Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by the Club.
- Prepare promotional items and event results for the website, Club bulletin and e-blasts.

CANDIDATE QUALIFICATIONS

- A strong and passionate leader with a proven track record of providing premier services in a dynamic, preferably multiple racquets sport, large membership environment.
- Proven experience recruiting, developing, managing, and motivating full-time, seasonal, and part-time racquets staff.
- Verifiable strength in working closely with boards, committees, and other key contributors to developing, executing, and updating strategies to success.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- Of equal importance are exemplary two-way 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 Huntingdon Valley Country Club.
- The candidate will exhibit excellent organizational, technological, and time management skills.

EDUCATION AND CERTIFICATIONS

- College degree preferred.
- 4+ years of verifiable racquet program leadership, including staff management is required
- Collegiate tennis experience is highly attractive
- PPTR or PPTA Platform Tennis certification is preferred
- PTR or USPTA Professional Tennis certification is preferred
- PPR or IPTPA Pickleball certification is preferred
- USTA level 5.0 minimum tennis playing ability ideally.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience.

HOW TO APPLY

Applications will be accepted through Friday, February 2, 2023. Candidate selections will be evaluated as received with final selection of candidates completed in early January. Applications with cover letter should be addressed and emailed to:

Bill Troyanoski, MP CCM

General Manager/COO

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