



Dedham Country & Polo Club

CLUB OVERVIEW:

As one of the oldest private country clubs in Massachusetts, the Dedham Country and Polo Club (DCPC) has enjoyed a vibrant and active membership since its inception in 1887. With a rich and storied past, DCPC is a premier, family-centered country club that offers members a wide range of recreational activities and social events. The 167-acre campus of rolling, rural terrain is anchored by the recently restored Seth Raynor designed golf course, the only Raynor course in Massachusetts. In addition to being home to one of the largest racquets programs in the State, DCPC offers swimming, trap shooting, ice skating, and a robust juniors program to its membership. With numerous activities to enjoy indoors and out, it's no wonder our members consider DCPC their home away from home.

DIRECTOR OF RACQUETS POSITION OVERVIEW:

The Dedham Country and Polo Club (“DCPC”) Director of Racquets (“DOR”) is responsible for managing and executing the entire Racquet Sports program. He/she will lead a team of professionals and other respective staff to ensure clear and consistent communications as it pertains to expectations, organization, labor costs, services, and the overall operation of Tennis, Paddle, and Pickleball.

The DOR will be responsible for all Racquets programming, the utilization of all facilities, and all operations to provide the best experience for our members and guests. The DOR will forecast, plan, and manage all aspects of the department including instruction, staff mentorship and supervision, social and competitive programming, and the highest level of member service.

The goal of the Racquets Program is to deliver a consistent member/guest experience that meets or exceeds expectations daily. The DOR must be passionate about the organization, promoting racquets at the Club, and engaging his/her team to have a similar enthusiasm.

The DOR is the ‘face’ of DCPC racquets, highly visible and a strong presence. Of utmost importance is the continued development and motivation of an effective and dedicated team. This position is a member of senior leadership, and works closely with all Club department leaders to ensure the achievement of DCPC’s mission, values, and objectives.

JOB DESCRIPTION:

Reports to: General Manager

Supervises: Full-time and Part-Time Teaching Professionals, Racquets Office Manager and Pro-Shop Attendants

Job Classification: Exempt

Employment Category: Full-Time, Year Round

Anticipated Days: 5.5 - 6 days per week

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

Tennis

- Hire and train a top tennis teaching staff.
- Organize and staff a 7-day per week teaching program during peak indoor season to adequately fill the needs of children and adult members.
- Create a comprehensive junior program for all levels of players, including a QuickStart Program for players aged 10 & under.
- Organize and staff all summer programs, camps, clinics and workouts to adequately fill the needs of children and adult members.
- Organize teams to participate in Ladies DBH League & USTA Leagues and Men's Suburban Spring League.
- Evaluate teaching staff twice-annually with a report to the committee and performance reviews to GM.
- Give lessons and clinics on the techniques and strategies of tennis to members and guests.
- Organize and officiate a complete Club Championship program as well as offer social events for members in various demographics.
- Administer and enforce Club tennis policies and procedures regarding play on Club courts. Review and update handbook annually.

Platform Tennis & Pickle

- Give lessons and clinics on the techniques and strategies of paddle/pickle to adult and junior members.
- Organize teams to participate in the GBPTL and GBWPTL paddle leagues.
- Organize and officiate a complete Club Championship program as well as offer social events for members.
- Administer and enforce Club Paddle/Pickle policies and procedures regarding play on Club courts.

Office Administration

- Oversee the tennis office manager who is responsible for performing all administrative tasks necessary to run the tennis department, such as scheduling, billing, and marketing.
- Work with office manager to develop administrative staff and train them based on 5-year plan design.
- Establish a departmental mission that is obvious to every member who walks in the pro-shop door.
- Prepare an annual operating budget and capital expenditures budget for the department. Keep revenue and expenses in line with the budget throughout the year.
- Run one departmental staff meeting each week and ensure the team is operating under 5-year plan vision and specific goals.
- Represent Racquets department at weekly department head meetings and monthly club officer's meetings.
- Prepare a full report at each committee meeting including program highlights and a review of the monthly financial operating statement.
- Make oneself as accessible as possible to members for questions and consultations, responding promptly to phone calls and inquiries if not available.
- Ensure daily member charges are entered into the point-of-sale system and are accurate and complete.
- Ensure all tennis-related news for the Club newsletter and weekly email blasts are accurate and complete.
- Perform daily maintenance on facilities and coordinate major maintenance and repair work with grounds and maintenance departments as well as commercial vendors to keep courts in excellent playing condition.
- Keep the department up to date on current technologies and trends in the industry.

Pro-Shop

- Responsible for running the tennis pro-shop including a select line of state-of-the-art racquets, paddle and pickle racquets, balls, and accessories appropriate for the needs of the members.
- Offer quality racquet stringing services to members. String racquets and perform other equipment repair.
- Offer demo racquet program.

Social Program

- Organize, administer, and officiate tournaments, exhibitions and inter-club and intra-club social events.

CANDIDATE QUALIFICATIONS:

- A strong and passionate leader.

- An ability to provide premiere services in a multi-racquet sport, family-oriented environment.
- A proven track record in all program development.
- Strength in working with committees and other key contributors to develop and execute strategies for success.
- Someone who can motivate and lead, bringing out the best in others through accountability, consistent feedback, support, respect, and professionalism.
- Exemplary written and verbal communication skills.

EDUCATION/CERTIFICATION QUALIFICATIONS:

- A college degree from a 4-year accredited university is preferred.
- Certified as a PTR, PPTR and/or USPTA is required.
- Working knowledge of various racquet-specific technology and software programs.
- Vast teaching and programming experience.
- Knowledge of court maintenance including Har-Tru clay courts and paddle courts preferred.

SALARY AND BENEFITS:

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

INSTRUCTION ON HOW TO APPLY:

Please send a resume and cover letter to:

Brianna Maier

bmaier@dedhamclub.org

You must apply for this role no later than **February 25th, 2024**.