



DIRECTOR OF RACQUETS PROFILE: SHENOROCK SHORE CLUB RYE, NY

DIRECTOR OF RACQUETS OPPORTUNITY AT SHENOROCK SHORE CLUB

Shenorock Shore Club (“SSC”) is a warm, welcoming, family-centered community in Rye, New York, where the beach and racquet sports define the rhythm of the membership experience. The Club is seeking an energetic, polished, year-round **Director of Racquets (DOR)** to shape, elevate, and lead a modern racquets operation that reflects the expectations, aspirations, and culture of the Shenorock membership.

The next DOR will bring strong executive function, a high standard of organization, a visible and upbeat presence, and a genuine ability to connect with members of all ages. SSC members want a leader who is **proactive, communicative, creative, and highly engaged**—someone who builds a sense of community and champions both the member experience and the growth of staff and programs. They are looking for a polished professional who brings hospitality-driven service, a collaborative spirit, a modern programming vision, and the ability to execute with precision.

SSC is ready for a leader who will create structure, instill professionalism, build participation, strengthen women’s and junior programming, modernize communication, and elevate the day-to-day standard across tennis, platform tennis, and pickleball. This is an exceptional opportunity for a passionate, skilled Director of Racquets to make a meaningful impact at a beautiful, thriving, and proud club community.

ABOUT SHENOROCK SHORE CLUB

Founded in the 1920s as the Milton Point Casino, Shenorock Shore Club has evolved into a cherished family club defined by seaside relaxation, lasting friendships, and active recreation. After the Casino closed during World War II, the property was purchased in 1946 by Ralph P. Manny, who established the foundation for the Shenorock experience—simple rules, community, and a casual beach culture. Over time, the Club expanded to include the Harborside Clubhouse, pool and picnic areas, and racquet sports facilities that now play a central role in year-round activity.

Today, SSC is known for its inviting atmosphere, close-knit community, and a racquets program with enormous potential. The membership is friendly, engaged, and deeply invested in racquet sports as a central feature of club life. The next DOR will join a community that values tradition, energy, inclusiveness, and steady forward momentum.

RACQUETS FACILITIES

Shenorock Shore Club's racquets complex includes:

- **8 Har-Tru tennis courts**
- **2 pickleball courts**
- **4 platform tennis courts**

Members value the natural setting, beauty of the south side of campus, the camaraderie among players, and signature member-driven traditions like weekend scrambles and the "Balls Out" tournament. They want a DOR who will harness that spirit while modernizing programming, improving communication, and elevating the presentation and professionalism of the entire operation.

DIRECTOR OF RACQUETS – POSITION OVERVIEW

The Director of Racquets (DOR) is a key **hospitality executive** at Shenorock Shore Club, responsible for delivering a welcoming, well-organized, and high-quality racquets experience across tennis, platform tennis, and pickleball. This leader oversees all programming, staffing, communication, budgeting, facilities, retail, and member service within a culture of professionalism and consistent hospitality.

Success in this role requires strong executive function, polished communication skills, and a genuine understanding that **visibility and daily presence** are essential. The DOR must also bring **high coaching aptitude** and the ability to train and mentor the professional staff so that all members—adults, competitive players, social players, and juniors—receive engaging, well-executed programming at every skill level.

Working closely with the General Manager, Controller, and all Club departments, the DOR ensures consistent communication, operational alignment, and thoughtful coordination of services. Teaching is limited to approximately **20 hours per week** to prioritize leadership, management, and strategic responsibilities.

As the "face" of racquets, the DOR leads with warmth, hospitality, and enthusiasm—building relationships, fostering community, and setting the standard for team professionalism, facility presentation, and member satisfaction. The DOR is a member of the Executive Team and helps ensure the racquets program supports SSC's mission and values.

Positions reporting to the DOR include:

- Head Racquets Professional
- Seasonal Assistant Professionals
- Racquets Shop and seasonal support staff

PRIORITIES OF THE NEXT DIRECTOR OF RACQUETS

Member, Staff, and Committee Relations

- Serve as a visible, approachable, and collaborative leader.
- Build strong member and staff relationships through daily engagement.
- Model hospitality, professionalism, and consistent communication.

- Rebuild platform tennis programming with structure and presence.
- Foster a positive team culture with clear expectations and accountability.
- Act as a consensus-builder across members, committees, and departments.
- Maintain high standards of cleanliness and presentation across all racquets areas.

Business and Financial Leadership

- Develop and manage operating and capital budgets.
- Lead a polished retail operation that reflects member preferences.
- Use metrics and benchmarking to evaluate and improve performance.
- Maintain active involvement in professional associations (PTR, PPTR, PPR, RSPA).
- Provide structure for team tennis, league play, and junior development.
- Oversee POS accuracy, billing, payroll, and financial reporting.
- Collaborate with Grounds and Clubhouse on court conditions and facilities.
- Support Club communications with timely e-blasts, calendars, and updates.
- Attend Racquets Committee and Executive Staff meetings; prepare agendas with the GM.
- Enforce Club rules, dress code, and sportsmanship expectations.

CANDIDATE QUALIFICATIONS

- Leadership experience in a multi-sport racquets environment.
- Strong coaching background with ability to train and develop staff.
- Successful track record designing programs for all ages and skill levels, including juniors.
- Strategic thinker with committee or leadership team experience.
- Motivational leader with clear expectations and accountability.
- Innovative and forward-thinking, with a history of elevating programs and member experience.
- Excellent communication and interpersonal skills.
- Proven ability to hire, mentor, and retain high-performing professionals.
- Strong organizational, technological, and time-management skills.
- High integrity, emotional intelligence, and professionalism.

EDUCATIONAL & CERTIFICATION QUALIFICATIONS

- A college degree from a 4-year accredited university is preferred, or equivalent working experience in the racquets industry.
- Certified as a PTR, PPR, PPTR, or RSPA for tennis, pickleball, and platform. Ideally, the candidate is certified in all three sports or is progressing on this path.
- The Director of Racquet Sports course (DORS) through the University of Florida is preferred. Endorsed by the USTA and certified through the PTR and RSPA this is the gold standard for Racquets Directors.
- Knowledge of court maintenance, including Har-Tru, clay courts, hard-surfaced pickleball courts, and platform tennis courts, preferred.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all hired employees must verify their identity and eligibility to work in the United States and complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership. *Salary Range: \$120,000 - \$135,000. Plus, bonus and commissions.*

INSTRUCTIONS ON HOW TO APPLY

Prepare a thoughtful cover letter addressed to the **Shenorock Shore Club General Manager, Brett Palmer**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why SSC and the Rye area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible, no later than January 19th. Candidate selections will occur quickly, with live interviews expected in late January 2026 and second interviews shortly thereafter. The successful candidate should assume his/her role in early March 2026.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Shenorock Shore Club”

(These documents should be in Word or PDF format)

To apply, please send your resume and cover letter to Brett Palmer at bpalmer@shenorockshoreclub.org.