

Oak Brook Park District Job Description

Job Title: Director of Tennis Operations
Classification: Full-time, Exempt
Department: Tennis Center

SUMMARY:

Under the direction of the Superintendent of Enterprise Operations, the Director of Tennis Operations plans, coordinates and administers operations at the Tennis Center.

SUPERVISORY:

The Director of Tennis operations reports to the Superintendent of Enterprise Operations.

ESSENTIAL JOB DUTIES:

1. Front line customer service
 - a. Directly supervise the Customer Service manager and oversee all Customer Service staff.
 - b. Prepare and update the operations manual.
 - c. Manage the Tennis Center's online presence, online membership access, brochure and flyers.
 - d. Manage the Pro Shop inventory and ordering.
 - e. Responsible for Social Media communications.
 - f. Work 10+ hours per week as a Customer Service representative.
 - g. Demonstrate exceptional customer service skills in all communications.
2. Membership management
 - a. Process all new membership sales and renewals.
 - b. Implement and update a membership sales strategy.
 - c. Track membership utilization, retention and provide monthly membership statics.
 - d. Manage Seasonal Court Time sales, bookings and billing.
 - e. Manage a member in-house flex league/game arranging program.
3. Financials reports
 - a. Verify the daily financial reports.
 - b. Prepare the monthly financial reports
 - c. Book and set up billing for multiple courts reservations.
4. Communication and collaboration
 - a. Maintain a high-level of confidentiality with sensitive materials.
 - b. Communicate within the department and with other departments to make sure front line customer service has accurate information.
 - c. Communicate with the Superintendent of Enterprise Operations on a regular basis.
 - d. Communicate with other Park District departments and serve on committees as needed.
 - e. Attend Park District events as requested.
5. General Administrative Duties
 - a. Assist in preparing and maintaining financial control of the Tennis Center budgets.
 - b. Prepare and review annual performance appraisals for Customer Service Manager and Customer Service Staff, respectively

- c. Prepare payroll for all staff reporting to this position.
 - d. Plan and organize parties and special events.
 - e. Assist the Superintendent of Enterprise Operations in facility management as needed.
6. Safety
- a. Support the District's safety initiative including adhering to policies and procedures, performing your job in a safe manner, attending required training, seeking additional training as needed, training and coaching your staff, promptly investigating and reporting accidents/incidents, and proactively addressing hazards in the workplace.
 - b. Perform the job in a safe manner, in compliance with District policies, procedures, work and safety rules and the employee handbook.

MARGINAL FUNCTIONS:

- Assist in recommendations and improvements of the Tennis Center.
- Perform any other duties assigned by the Superintendent of Enterprise Operations, Deputy Director or Executive Director.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Significant knowledge, skills and ability related to the game of tennis
- Knowledge of USTA Tennis rules
- Knowledge of tennis facility management including all aspects of business
- Knowledge and skills with computers and software (Outlook, Word, and Excel)
- Ability to learn additional software and systems required for business transactions
- Knowledge of and ability to apply Americans with Disabilities Act to business situations
- Reading, writing, speaking and understanding English language
- Ability to travel between and among facilities using personal automobile
- Ability to work a varied schedule including some nights and weekends as required
- Ability to execute the essential functions of the position with or without reasonable accomodation

PSYCHOLOGICAL REQUIREMENTS:

- Must resolve differences and problems that arise with patrons and employees.
- Must be able to function effectively in a fast-paced environment.
- Must be able to deal with people under stressful and demanding situations.
- Must exhibit good problem solving and good judgment in keeping with Park District Policies.
- The Director of Tennis Operations will feel added pressure from being held responsible for the quality of programs, services and fiscal responsibilities.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:

- Perform tasks that require seeing, hearing, talking, walking, bending, stooping, standing, kneeling, climbing, reaching and sitting.
- Perform duties that require physical manual labor.
- Drive motorized vehicle to travel to different locations.
- Perform duties that require being exposed to the elements outdoors.
- Perform lifting tasks up to 25 pounds.
- Utilize Personal Protective Equipment (PPE) as required.

ENVIRONMENTAL CONDITIONS:

Normal tennis club environment with accompanying exposure to noise, dust, temperature and the like, as well as seasonal work out-of-doors with exposure to hot and cold weather and related conditions.

Specifics:

- Weather – Exposure to outdoor weather
- Noise – minimal
- Dust – fuzz from tennis balls
- Vibrations – minimal, from tennis racquet
- Hazards – From tennis balls, running into divider nets, running into backstops

HOURS:

The Director of Tennis Operations, as a supervisory employee of the District, shall be considered on-duty at any time the facility is open. A normal work week is considered to be forty (40) hours. Weekly work schedule will be determined by the immediate supervisor and might include evenings and weekends. However, when required, it is expected that all supervisory personnel will be available to work additional hours during the work week.

EDUCATION, EXPERIENCE AND TRAINING:

Bachelor's Degree in business management, parks and recreation administration, or 5 years experience in a tennis or leisure facility. Supervisory experience strongly preferred. This position also requires a valid Illinois Driver's License. CPR/AED certification required and training will be provided by the Park District.

Note: The above information is intended to describe the general content of and requirements for the performance of this job. It is not construed as an exhaustive statement of essential duties, responsibilities, or requirements.

The Oak Brook Park District is an Equal Opportunity Employer