



## CRYSTAL LAKE PARK DISTRICT

*An IAPD/IPRA Distinguished Agency*

### **JOB OPPORTUNITY**

#### Racket Club Manager

The Crystal Lake Park District is seeking to fill the position of Manager at the Racket Club. The Racket Club offers a complete year-round tennis program featuring permanent and open court time seven days a week, lesson programs for all ages and abilities, USPTA professional, activities for adults and juniors, competitive traveling leagues, and a complete tennis pro-shop. The club includes nine indoor cushioned hard courts as well as four hard and three fast-dry clay outdoor courts.

#### **QUALIFICATIONS**

- A Bachelor's degree in business, recreation management, education or related field from an NRPA accredited university is preferred.
- A minimum of three years experience managing or assistant managing a large (twelve courts or more) indoor/outdoor tennis club, or related business required.
- Three year of staff supervisory experience required. Three years as head pro, tennis director, facility manager, bookkeeper, and/or business manager's experience at a large indoor/outdoor tennis club or related business is desirable.
- USPTA, USPTR, IPRA, NPRA and/or USRSA membership is beneficial.
- The ideal candidate will be responsible for the day to day operations of the Racket Club facility as well as the planning, organizing and supervision of The Racket Club staff and programs.

**TARGET HIRING RANGE: DOQ**

#### **BENEFITS WE OFFER**

In exchange for your time and talent, we offer a generous benefit package, including:

- Medical Coverage, PPO or HMO
- Dental Coverage
- Prescription Coverage
- Vision Coverage
- Group Term Life Insurance
- Short and Long-Term Disability (IMRF)
- Pension/ Defined Benefit Plan (IMRF)
- 457 Plan/ Defined Contribution Plan
- Vacation, Sick and Personal Days
- Tuition Reimbursement
- Professional Membership Dues Reimbursement
- Park District Facility Discounts and Program Benefits

#### **FOR MORE INFORMATION**

Anna Olas, HR Manager  
815-459-0680 ext. 202 direct  
[aolas@crystallakeparks.org](mailto:aolas@crystallakeparks.org)

#### **SEE COMPLETE JOB POSTING:**

[www.crystallakeparks.org](http://www.crystallakeparks.org)

Posted 2/1/12

**CRYSTAL LAKE PARK DISTRICT  
RACKET CLUB MANAGER  
JOB DESCRIPTION**

**SUMMARY**

Under the direction of the Superintendent of Facility Services, the Crystal Lake Park District Racket Club Manager (Club Manager) is responsible for all operations of the Park District's Racket Club indoor/outdoor tennis facility.

**QUALIFICATIONS**

A Bachelor's degree in business, recreation management, education or related field from a NRPA accredited university is preferred. A minimum of three years experience managing or assistant managing a large (twelve courts or more) indoor/ outdoor tennis club, or related business required. Three years of staff supervisory experience required. Three years as head pro, tennis director, facility manager, bookkeeper, and/or business manager's experience at a large (twelve courts or more) indoor/outdoor tennis club or related business is desirable. USPTA, USPTR, IPRA, NRPA and/or USRSA membership is beneficial.

- Basic knowledge of small to medium size business operations including hiring staff, staff supervision, staff training, budgeting, basic financial analysis, basic marketing, personnel policy, capital projects planning, and facility management and maintenance is required.
- Knowledge and understanding of the sport of tennis, the indoor tennis club business, the outdoor tennis club business, and park district tennis programming is highly desirable.
- Basic knowledge of tennis instructional methods, tennis lesson programming, tennis league programming, tournament operations, tennis activities and events programming, retail operations, and facility and recreational safety practices is desirable.
- Manage employees including motivating, supervising, disciplining, training, and discharging.
- Relate well with people including employees, park district staff, club members, vendors and the general public.
- Good problem solver who is able to grasp ideas and concepts, interpret data and information, develop solutions to various problems, and develop and implement plans related to the club operation.
- Good organizational skills, the ability to use time, materials, and staff efficiently, and the ability to set and achieve goals is required.
- Good written and verbal communication skills are vital.
- Basic promotional and sales skills
- Ability to teach tennis, is desirable but not necessary
- Ability to run tennis tournaments and events
- Basic building maintenance knowledge in carpentry, electrical, plumbing, and cleaning are desirable.
- Valid drivers' license
- Familiarity with enterprise fund operations is desirable
- Ability to delegate responsibilities

## ESSENTIAL FUNCTIONS

- Implements the policies and procedures of the Crystal Lake Park District, and the specific policies and procedures of the Park District's Racket Club.
- Insures correct records and documentation of all financial operations, billing, staff meetings, safety training sessions, personnel matters, pro shop inventory, contractor/vendor bidding, and other business operations are accurate, complete and accessible at all times.
- Supervises all operations of the club including financial management, billing, personnel management, training, front desk operations, pro shop and stringing operations, the lesson program, the league/ travel team program, tournaments, events and activities program, the club playroom, computer operations and cleaning, maintenance, and grounds keeping operations.
- Develops and implements a Racket Club Five Year Capital Projects Plan, a Three Year Marketing Plan, and annual Goals and Objectives.
- Oversees all written communications coming from the club including all brochures, newsletters, mailings, advertising, reports, articles about the club, park district brochure material, the club membership directory, etc.
- Conducts weekly club senior staff meetings.
- Prepares the monthly Racket Club Report to the Board and other reports as requested by the Superintendent of Facility Services.
- Communicates matters of importance to the Superintendent of Facility Services in a timely and appropriate manner.
- At least once per year conducts a written survey of club member attitudes toward an appropriate aspect of club operations.
- Coordinates appropriately with all other park district departments as needed.
- Promotes good relations between the Racket Club and its members, all other park district departments, and the general public.
- Responds promptly and appropriately to all club complaints, inquiries and suggestions.
- Serves as an ambassador for the club to the community.
- Insures that total club revenues exceed total expenses by at least 5% each fiscal year.
- Supervises the preparation of the Racket Club budget each year.
- Administers the Racket Club facility and its programs within its annual budget, and within all park district policies and procedures.
- Regularly monitors the club's financial reports and adjust operations as needed.
- Insures all park district purchasing policies are adhered to.
- Insures that accurate records are maintained on all club financial operations including billing, sales, court sheets, purchasing, and inventories.
- Interviews hire and trains individuals for employment at the club.
- Insures that accurate and complete club personnel records are maintained.
- Fairly and impartially administers park district personnel policy at the club.
- Insures annual written performance evaluations are made and given to all staff.
- Insures club staff is properly trained. Insures training sessions for all staff are held at least three times per year with club safety addressed at each session.
- Insures Club staff works harmoniously together with each other and with other park district staff as a team.

- Develops a three-year marketing plan for the club operation and updates the plan annually as needed.
- Regularly evaluates club lesson programming, league and travel team programming, tournament and activities programming, pro shop operations, etc., with regard to cost, quality, necessity, convenience to users, and profitability.
- Develops and implements, as needed, new ideas to improve service and operations of the facility. Eliminates, as needed, programs and products that are no longer appropriate.
- Insures a reasonable balance of court time, lessons, leagues, and events is maintained.
- Maintains complete and accurate records of all programming.
- Promotes the club through appropriate forms of cost effective advertising, as needed.
- Works cooperatively with park district staff to effectively promote the club and park district.
- Assures that excellent cleaning, facility maintenance, and safety standards are maintained at The Racket Club.
- Insures that all club staff and maintenance staff are properly supervised and trained in proper safety and maintenance practices and procedures.

#### MARGINAL FUNCTIONS

- Assist park district staff to insure district bidding policy is followed.
- Responds to the club's alarm calls if necessary.
- Reviews, as needed, outside cleaning and maintenance services used by the club to insure they are performing acceptably and cost effectively.
- Supervises all outside contractor work performed at the club to insure work is done safely, properly, and completely and finished on time.
- Regularly reviews with club staff and park district staff, club capital improvement and expenditures needs. Budgets to meet those needs accordingly and appropriately.
- Performs other duties as assigned.

#### HOURS AND COMPENSATION

- The Club Manager position is a full time position working a minimum of 40 hours per week. Holiday, weekend, evening and overtime hours are to be worked as needed. The Club Manager is "on call" 24 hours per day, 365 days per year to meet club needs.
- The Club Manager is a salaried position. Compensation is based on evaluation and recommendation of the Superintendent of Facility Services, and approval of the Executive Director.

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### PHYSICAL CONSIDERATIONS

- May frequently be required to walk, sit, talk and hear.
- May occasionally be required to climb, balance, stoop, kneel, crouch and crawl.
- May occasionally be required to lift and/or move up to 50 pounds.
- May be in awkward or difficult positions resulting in physical fatigue.
- May have specific vision abilities required for this job: close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### PSYCHOLOGICAL CONSIDERATIONS

Must be able to work:

- With pressure from the responsibility of the effective and efficient delivery of services.
- Resolve differences between staff.
- Effectively under stress of deadlines and complaints
- Independently
- Under supervision and direction of the Superintendent of Facility Services
- Cooperatively with fellow staff, general public, contractors, vendors, community groups, and media in a proper manner.

### PHYSIOLOGICAL CONSIDERATIONS

Prolonged stress and pressures of the position could affect some individual's blood pressure.

### ENVIRONMENTAL CONSIDERATIONS

The Club Manager will be using a computer and office equipment. The Club Manager will be exposed to weather conditions, including extreme heat and cold, snow, rain and ice. Most activities are performed indoors; these conditions include lighting and temperature. The Club Manager will also be exposed to various chemicals, such as fertilizers, weed killer, chemicals, cleaning agents, oil and fuel.

### COGNITIVE CONSIDERATIONS

Worker must be able to:

- Use basic math, reading and writing skills
- Follow step-by-step procedures and obtain appropriate end results.
- Exhibit good problem solving abilities
- Analyze data to create reports, make recommendations, and strategize appropriate follow-up.
- Communicate effectively and respond appropriately to the needs of internal and external contacts.
- Project a positive image and neat appearance to visitors of the park district.
- Must demonstrate good safety awareness.

If at any time during the course of employment the employee is unable to perform the duties, functions, or considerations outlined in this job description, the immediate supervisor should be informed.

(AMO updated 1/12)