



Job Posting – Head Tennis Professional

June 3, 2020

The Vancouver Lawn Tennis & Badminton Club, founded in 1897, has a celebrated reputation as Vancouver's premier racquets club. Located just 10 minutes from downtown, our Members enjoy a private oasis in the city with superior racquets programs, year-round amenities, superb dining and friendly, personalized service.

Vancouver Lawn is the place to play tennis. With 16 courts — 12 hard surface and four clay — the Club is one of the best facilities in the province for year-round tennis. Members of Vancouver Lawn are an active community of racquet enthusiasts at the center of Vancouver's tennis scene and we strive to ensure time at the Club is both enjoyable and rewarding.

This is a full time position reporting directly to the General Manager. The Head Tennis Pro must be a charismatic, passionate professional who takes a sincere interest in member satisfaction. He/She will ensure our members and guests are met with friendly, efficient service in exceptional surroundings, and provide quality coaching and programs to meet and exceed members' expectations.

The ideal candidate will be confident, positive and engaging while being highly visible to the membership. The successful candidate will embrace the idea of continuous improvement, continually looking for new, creative ways to provide exceptional tennis experiences and quality service to members and guests.

Primary Responsibilities:

The Head Tennis Pro is responsible for leading, directing and managing the Tennis program while working closely with Management, the Tennis Committee, and the Board of Directors to produce and maintain high quality, innovative tennis programs for club level players of all ages and abilities.

- Create innovative and dynamic programs that enrich the tennis experience at all levels for both adults and children. This includes private and group coaching, clinics, social tennis, recreational play, open play and tournaments.
- Organize, promote and oversee a variety of dynamic, interactive tennis activities including but not limited to club leagues, ladders, mixers, shoot outs, drop-ins, fun tournaments and additional initiatives to enhance the Member experience.
- Responsible for the planning and execution of the annual Club Championships Tournament.
- Organize special events to stimulate member interest and involvement.
- Ensure court usage for programs vs availability for open play is well balanced and in accordance with established parameters to meet the needs of all members.
- Ensure courts and tennis equipment are well maintained and in good working order. When required, notify appropriate club resource for upgrades or repairs.
- Lead, coach and supervise Assistant Pros to ensure the highest professional standards are maintained.

- Ensure that all Members and guests receive courteous, prompt and professional attention to all their needs.
- Responsible for responding to and resolving member issues & concerns.
- Welcome new Members and help orient them in the Club tennis community.
- Responsible for the interpretation, coordination, implementation and administration of the policies and procedures prescribed by the Tennis Committee and Board of Directors as they pertain to Tennis.
- Responsible for developing, implementing and marketing growth strategies to ensure the fiscal health and success of the Tennis department.
- Excel in demonstrating the Club's Values and Code of Conduct.
- Effectively communicate and coordinate Tennis information to the membership and all Club departments, promotes all Tennis programs, tournaments and event.s
- Expected to work evenings and weekends as events require to maintain a high level of visibility to the different membership groups & events.

Position Requirements/Qualifications:

- 3-5 years' experience as a Head Pro in a managerial position in a private club, resort or similar operation
- Proven experience supervising and managing a multi-faceted tennis operation and managing a large group of Assistant Professionals
- Extensive tennis coaching and program development experience with Club Professional Level 3 or equivalent
- In depth knowledge of current tennis developments, trends, and recommended training protocols
- An accomplished player
- Ability to lead, motivate and train a team and maintain effective working relationships
- Outstanding member relations, communication , and administrative skills
- Previous experience with operating budgets and forecasting
- Experience with GameTime booking software an asset
- First Aid certificate

Compensation

- Remuneration and terms and conditions of the position will be discussed at interview. Remuneration will reflect the importance of the position.

Only candidates considered for an interview will be contacted. Interested candidates should send a detailed resume and cover letter by July 3, 2020 to:

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