



BURNABY TENNIS CLUB CLUB MANAGER PROFILE

The Burnaby Tennis Club (BTC) is a year-round tennis club that operates for 7 months indoors under an inflated bubble and 5 months outdoors. The BTC is a non-profit society comprised mostly of members but is also accessible to the public. The club offers coaching services, various member group activities, and plays host to tournaments, namely the Burnaby Open Tennis Tournament.

The Burnaby Tennis Club is seeking a Manager who will oversee all aspects of club operations, including office administration, staff management, membership services, club maintenance, marketing and promotions, developing and running programs & activities, and community relations.

Position is Full time. Compensation is negotiable depending on qualifications and experience. Hours are flexible and could include evenings, holidays and weekends. Reports to the President of the Board.

Qualifications

- Experience in Sports Club Management or in a similar setting
- A degree or other post-secondary completion, preferably in a related field
- Possess the ability to direct total operations, staff supervision, general administration, manage budgets, marketing, programming, and overseeing maintenance of the Club House and Courts
- Demonstrated ability to provide excellent customer service and to promote the club
- Demonstrates teamwork and accountability, providing feedback, coaching & staff development
- Continuously seek opportunities for improvement and able to adapt to changes
- Exceptional interpersonal communication skills in working with members, Directors, employees, and the general public
- Well organized and able to work independently
- Good computer skills

Key Responsibilities

- Manage all Administrative Tasks related to the Club Operations
- Oversee hiring, training, leadership and supervision of staff
- Provide excellent customer service to members, maintain member database
- Maintain clubhouse, office, bubble, machinery or equipment, and courts
- Apply the club's rules and policies
- Implement creative and effective management solutions
- Express ideas and information effectively in oral and written communications
- Ensure knowledge of Burnaby Tennis Club management, organization, membership criteria, rules and regulations, constitution and bylaws



- Establish and maintain relationships with diverse populations
- Develop campaigns to promote the club
- Assist the work of Directors and perform special projects assigned by Board
- Develop year-round programs to promote tennis and generate revenue for the club
- Support development of financial, marketing, or other plans and monitor results

To Apply:

- Email to: btcrc@outlook.com
- Application deadline: April 30, 2017