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DIRECTOR OF TENNIS

River Oaks Country Club - Houston, TX

Position Profile

Overview

With the support of an exceptional team of professionals, the Director of Tennis is dedicated to the delivery of a comprehensive, best-in-class tennis program for the club's members, their families and their guests. The position reports to the Chief Operating Officer, and works closely with the Tennis Committee, and the Mens & Womens Tennis Associations to meet and exceed member expectations.

The Club

Founded in 1923, River Oaks Country Club is located in Houston, Texas, one of the fastest growing cities in the country. Situated on 183 acres, four miles from downtown Houston, the Club provides its members with a complete offering of recreational and social amenities. The club's facilities include a 1923 era Donald Ross designed golf course, golf teaching center, extensive tennis facilities which include eight clay and eight hard courts, aquatics, a state-of-the-art fitness center, and an elegant clubhouse offering a variety of member dining and banquet facility options. The Club has a long-standing reputation of providing members, their families and guests with an exceptional club experience and unparalleled service. Home to the US Men's Clay Court Tennis Championships, River Oaks Country Club has hosted a professional level tennis tournament in its classic tennis stadium since 1931.

Long considered among the nation's premier private country clubs, the club has a rich golf, tennis and social tradition, and holds a prominent position in the lives of its multi-generational membership. River Oaks' 1,600 members, each of whom has use privileges of all ROCC facilities, are actively involved in the city's social, philanthropic and business activities. The Club maintains a healthy waiting list for membership, and an active advisory committee system.

The Position

The Director of Tennis reports directly to the Chief Operating Officer. As a Department Manager and member of the senior management team, the Director of Tennis works closely with relevant club Department Managers and other staff to ensure successful operation of the Tennis program and club overall.

This individual will help develop goals, and work within the defined operational objectives of the club to deliver upon the expectations of the membership in all aspects of the tennis program and related activities, operations, programming and staff.

The position is one of high member interactions and requires a strong personal and professional presence. Effective, diplomatic and nuanced communication skills are critical, along with the ability to be clear, concise, positive, creative, energized and passionate about the game of tennis, and the club's tennis program. A desire to deliver excellence in tennis programming and member service is a critical trait of the individual. The Director will encourage and facilitate member input and continually monitor, and if necessary, adjust program offerings to meet evolving expectations.

A supportive leadership style and desire to mentor and develop an ambitious Assistant Professional staff is imperative, as is the desire to represent the Club in the local and regional tennis community, the Texas Division of the USPTA, and the Texas section of the USTA.

The Director of Tennis will work as an important member of the club's senior management team and in partnership with other appropriate Department Managers staff work to ensure the members' experience meets or exceeds the Clubs experience standards in a fiscally responsible manner. Working with the COO and CFO, the Director of Tennis will prepare an annual Operating and forward-viewing Capital Budget which supports this mandate.

While the club operates year-round, summer weather and member travel result in lower tennis activity during this period. Programming is required throughout the year, however during the summer months, the Director will also focus on staff development activities, program evaluation, budget development and club-ambassador activity in the tennis community.

Essential Functions and Expectations

- Exceptional verbal, interpersonal and written communication skills.
- Ability to display active-listening, build consensus and demonstrate empathy.
- Be appropriately visible within the Club operation, and readily accessible to members and staff.
- Have an understanding of, and preferably experience working with an advisory committee, and / or tennis associations in a member-owned private club, reporting directly to the General Manager / Chief Operating Officer.
- Support a progressive and innovative tennis environment by focusing on the exchange of information and development of member centric events, programs and activities.
- Develop quality and highly regarded Assistant Professionals who will, as a result of exposure to the club's program, be well-prepared to advance within the profession.
- Create, foster and maintain an environment of quality and interactive professional engagement for members of tennis staff.

- Support a progressive and best-practices focused environment which communicates and coordinates clearly with other Departmental Managers to improve the overall member experience.
- Be a passionate ambassador for tennis and the club's tennis program.
- Ensure that the day-to-day operations of the Tennis Department are seamless, consistent, efficient and supportive of the Club's mission.
- Build upon the Club's rich tennis traditions while judiciously building consensus among all stakeholders to introduce creative and relevant, member-centric programming.
- A high-level player and accomplished teacher who is as comfortable on court with a large group, as with a private lesson.
- An acute awareness of developing trends in new and emerging racquet sports, including the ability to teach, develop programming and earn professional certification in Pickleball.
- Manage the club's league program which currently fields (12) Ladies teams.
- Enthusiastically promote, and execute a variety of engaging and relevant social events.
- Ensure that all facilities and amenities are maintained to the highest standards and provide timely and accurate information on court conditions during inclement weather.
- Ensure timely and accurate billing and reconciliation of member charges.
- Manage the Tennis Department annual operating of approximately \$1.8MM, and ongoing capital budget.
- Work closely with the US Men's Clay Court Championship Tournament Director to facilitate a successful tournament.
- Manage and oversee the tennis pro shop which has annual sales of approximately \$250,000

Qualifications: Personal Traits / Experience / Education / Certification

- A history of at least 3 - 5 years of quality experience as a Director of Tennis in a member-owned, active country club tennis program. (Professionals with the highest level of professional certification who have comprehensive, relevant and extended experience as a Head Professional reporting to the Director of Tennis, in a similar club environment will also be considered).
- Be an accomplished and highly regarded Tennis Professional who is able to present a verifiable history of ongoing successes in private clubs, resulting in a resume which demonstrates progressively greater responsibilities, increased accountability and more responsible positions over a defined career pathway.
- A well rounded, mature approach to managing and leadership in an active tennis environment.
- Be recognized for being creative in developing systems which improve operations, efficiency, and morale within the staff and attracting and retaining a high-performance team.

- Demonstrate a passion and have a demonstrable history of participation in the tennis industry.
- Possess a proven and enthusiastic spirit for the private club industry and exceptional member experience which flows through to the professional's Assistant Professionals and team members.
- The ability to work well, cooperatively and efficiently within an active committee system.
- The highest professional certification (USPTA Elite or Master Professional or PTR equivalent) and ongoing participation in Continuing Education are required.
- A Bachelor's Degree is preferred, however demonstrable success and extensive, specific experience in a similar private club environment will be considered as an alternative.

Compensation / Benefits / Professional Support

- A generous compensation package is offered with this position.
- With an expectation that the Director shall not teach beyond 15 - 20 hours per week, the compensation package shall include a significant base salary, performance bonus, and retail bonus, in addition to teaching income.
- A 401K plan is provided with a generous employer match as well as an allowance for professional dues and travel / continuing education.
- The club offers a generous benefits package for the professional, spouse and family which includes medical coverage, dental and vision coverage, short and long-term disability insurance and life insurance.
- The club offers a unique employee scholarship program which may be applied to undergraduate and graduate programs for the employee or employee family members.
- Financial assistance and relocation support will be provided if the successful candidate must relocate to Houston.

Application Process & Deadline

Please note the Deadline to submit an Application is 5:00 p.m. (EDST) on Monday May 20.

A thorough and professional review and interview process will proceed the selection of the new Director of Tennis. After completion of at least two interviews, it is expected that several candidates will be invited to participate in personal interviews at the Club. These interviews will take place June 4 - 6.

To Apply, Go To: <https://mcmahon10s.com/river-oaks> or [Click Here](#)

You will be asked to complete a brief application, and to submit your resume and Cover Letter, to the attention of: **Mr. C. J. Bendy, Chief Operating Office, River Oaks Country Club.**

Your Cover Letter should clearly articulate how your successful experience and skills are aligned with the position as defined in the Position Profile, and why you believe you are a great fit with the requirements of the role. You should also state why you wish to be considered for this position at this stage of your career, and why you believe River Oaks Country Club, and Houston, TX would be a good fit for you and your family if you are selected.