

DIRECTOR OF RACQUETS PROFILE: CHEVY CHASE CLUB CHEVY CHASE, MD

THE DIRECTOR OF RACQUETS OPPORTUNITY AT CHEVY CHASE CLUB

Chevy Chase Club of Chevy Chase, MD, one of the most prestigious private clubs in America is seeking to place a highly capable professional with strong leadership experience as their next Director of Racquets (DOR). A positive, innovative, and energetic approach to Chevy Chase Club's programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on competitive, social and family activities for all levels of players across tennis, platform tennis and Pickleball is paramount. The candidate must be able to demonstrate proven written and verbal communication skills. The ideal candidate will be one who is highly visible, enthusiastic, and who genuinely enjoys building member relationships. Since its first head professional was hired in 1919, the Club has had only five individuals hold this position.

[Click here to view a brief video about this opportunity.](#)

CHEVY CHASE CLUB AND COMMUNITY

Chevy Chase Club was organized in the fall of 1892. Almost from the beginning the Club developed a rich and varied tennis tradition. As early as 1895 the Club records indicate Board authorization for the purchase of three dozen tennis balls. By 1905, the Club had six excellent courts. The Club's reputation, both nationally and internationally, has grown over the years, with a key event being its hosting of the 1929 Davis Cup Matches.

Chevy Chase Club is a full service, family-oriented country club located just outside of Washington, DC. It is currently ranked as #10 on the Platinum Clubs of America list. The Club's remarkable gardens, grounds, athletic venues and clubhouse facilities offer year-round enjoyment for all ages. The club's racquets facilities include 17 outdoor Har-Tru tennis courts, 4 indoor air conditioned Har-Tru tennis courts, and 7 platform tennis courts. Pickleball was recently introduced with matting placed down over 6 of the Platform courts for the summer season.

The Club offers an 18-hole golf course, golf practice facility, a fitness facility, three swimming pools, eight lanes of duckpin bowling, an outdoor ice rink, an eighteen-room guest house, a nature trail and greenhouses. Food and beverage facilities include three clubhouse dining rooms, full banquet facilities, two seasonal sports canteens and a high volume, family casual dining restaurant, the Winter Center.

CHEVY CHASE CLUB FACTS

- At present, there are approximately 2,500 members in all categories.
- Club employees - 210 (FT) in-season; 120 (PT)
- Annual dues revenue approximately: \$16M
- Approximately \$28M Gross revenues from all sources.
- Racquets Budget: \$1.1M
- Number of visits to tennis per year approximately 85,000
- Racquets Employees: 17 (FT) 12 (PT)
- Club software: Jonas
- Average age of members is 58

CHEVY CHASE CLUB WEB SITE: www.chevychaseclub.org

DIRECTOR OF RACQUETS POSITION OVERVIEW

The Director of Racquets (DOR) position is comprehensive and must ensure the successful achievement of the mission and objectives of Chevy Chase Club (CCC).

The DOR is responsible for the oversight and execution of the entire Racquet Sports Program and will work directly with the General Manager, Head and Assistant Tennis and Paddle Professionals and all respective staff to ensure clear and consistent communications as it pertains to expectations, organization, labor costs, services offered and overall operation of each department.

The DOR will be responsible for all Tennis, Pickleball and Paddle, the utilization of all facilities, and all operations in an effort to deliver the best experience for both Members and guests and will be able to forecast, plan and manage all facets of the Department including, instructional, staff mentorship and supervision, social and competitive programming and of course the highest level of member service. Direct reports include Director of Racquets Operations, Head Tennis Professional, Adult Tennis Professional, Teaching Professionals, Front Desk Staff, Director of Retail, Head Platform Tennis Professional, Junior, Tennis Director, Pickleball Coordinator and Seasonal Pros.

The goal of the Racquets Program is to deliver a consistent member/guest experience that meets or exceeds expectations on a daily basis. The DOR will strive to maximize revenues through creative planning and strategies that increase sales while enhancing member participation.

The DOR is a highly visible position requiring strong presence, leadership, and communication skills with Members and Staff alike. He or she is expected to be a passionate leader of the organization, promoting racquets at the Club, and engaging his/her team to have a similar enthusiasm.

The DOR is the 'face' of CCC racquets and is expected to ensure that the best interests of the membership are supported and enhanced through leadership, which must be one of natural positive engagement, strong communicative style, and an infectious enthusiasm for the role he/she has assumed. Of extreme importance is the continued development and motivation of an effective and dedicated team, leading to increasing levels of membership satisfaction.

Under the direction of the General Manager/CEO, and in coordination with the department Committee, the DOR administers the policies, procedures and programs of CCC relating to all Racquets. This position is a member of the Executive Team and works closely with all Club department leaders to ensure the achievement of CCC'S mission, values and objectives.

PRIMARY RESPONSIBILITIES

Member, Staff Member, and Committee Relations

- True collaborator/participant and believer in setting the direction and service environment for the overall team.
- Provide quality leadership and a positive, highly visible and engaging style. A genuine, accessible and approachable personality is an essential element of success.
- Must be a passionate ambassador for all racquet sports with the ability to transfer that passion to the team members.
- Oversees top-flight racquets operations and programming, with exemplary service and connectivity to Members and Staff Members.
- Is sincerely active and visibly interactive with staff, Members, and their guests on a daily basis.
- Is the positive, upbeat leader of the racquets experience who intuitively exemplifies the standards of decorum and quality necessary to meet the desired goals of CCC.
- Attends meetings of the Racquets committees, of which he/she is an ex-officio member, sharing information and listening to concerns, as well as sharing perspectives and recommendations.
- Is a strong "consensus builder," recognizing the importance of having effective skills to reconcile differences and inspire solutions for a better operation and Member experience.

Business and Financial Acumen

- Responsible for the development of racquets annual operating and capital budgets.
- Reviews financial reports, and proactively manages trending projections (both positive and negative) and preparing necessary and proper analysis.

- Operates and ensures that a recognized racquets merchandise and retail operation is in place, including tennis, platform tennis and pickleball merchandise. Through regular interaction with members gauges their expectations and satisfaction with the pro shop's offerings.
- Has strong knowledge of key metrics and benchmarking and works closely with other key Club professionals to ensure appropriate and necessary evaluations are in place, as well as clearly defined plans to meet annual goals.
- A history of involvement with his/her professional organizations, including the PTR, USPTA, USTA, to ensure keen knowledge of current trends, best practices, new innovations, along with a strong network of resources.
- Provide organizational and structural support to the various Racquets teams and leagues.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, Racquets Committee and some sub-committee meetings. Responsible for drafting the Committee agendas in coordination with the General Manager/CEO and respective Committee Chair.
- Work in tandem with the Club's highly regarded Tennis Maintenance Staff.
- Prepare weekly promotional items and event results for the website, Club bulletin and e-blasts.

CANDIDATE QUALIFICATIONS/EXPERIENCE/SELECTION CRITERIA

- A strong and passionate leader with a proven track record of providing premier services in a dynamic, preferably multiple racquets sport, large membership environment.
- A proven track record in all racquet player and program development.
- Verifiable strength in strategic planning and working closely with boards, committees, and other key contributors to develop, execute, and update strategies for success.
- A verifiable motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistently improve member experiences and operational efficiency.
- Of equal importance are exemplary two-way communication (both written and spoken) and interpersonal skills. The candidate must possess a proven ability to attract, hire, develop and lead a high performing team of professionals while setting standards of performance appropriate to perpetuating the traditions and values of CCC.

Education and certification preferences:

- College degree from 4-year accredited university is preferred.
- Vast teaching and programming experience.
- Certified as a PTR, PPR, PPTA and/or USPTA Elite/Master Professional.
- Certified Racquets Director designation through the University of Florida is preferred.
- Working knowledge of various tennis specific technology and software programs.
- Knowledge of Court Maintenance including Har-Tru clay courts and paddle courts preferred.

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment. However, vaccination and remaining up to date with relevant booster shots is strongly encouraged.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club, along with the typical senior staff benefits, offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Luke O'Boyle; GM/CEO and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career and why CCC and the Chevy Chase, MD area are desirable to you, your family, and your career as well as why your selection would be beneficial to the Club.

You must apply for this role as soon as possible but no later than Monday, May 23, 2022. Candidate selections will occur in June with first Interviews expected in mid-June. The new candidate should expect to assume his/her role no later than August with some flexibility.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter – Chevy Chase Club"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle or Cherie Kennen: patty@kkandw.com or cherie@kkandw.com

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