

## **DIRECTOR OF RACQUETS PROFILE: BALTIMORE COUNTRY CLUB BALTIMORE, MD**

### **THE DIRECTOR OF RACQUETS OPPORTUNITY AT BALTIMORE COUNTRY CLUB**

The Director of Racquets (DOR) at the Baltimore Country Club (BCC) has a unique opportunity to lead one of the top racquets' facilities in the Mid Atlantic. If you have superior customer services skills, are a promoter with an entrepreneurial spirit, this is your career opportunity.

BCC maintains magnificent clubhouse facilities on each of its campuses for its 3,200 plus members and its sports facilities include two 18-hole golf courses both found at the Five Farms campus. Also, at the Five Farms campus are: 9 Hydro grid har-tru tennis courts, 4 dedicated clay pickleball courts, 3 swimming pools, a group exercise room and fitness center, and a 45,000-sq. ft. clubhouse with multiple dining, living room and meeting spaces. At the Roland Park location are 3 squash courts, 2 paddle tennis courts, 6 duckpin bowling lanes, a fitness center, and in the 60,000-sq. ft. building is a beautiful ballroom and other intimate dining and meeting spaces.

Both campuses offer a full range of food and beverage facilities with Roland Park typically hosting more 'functions and ala carte in fall/winter months and Five Farms being active during the 8 months of golf season. The Club is in a strong financial position, providing a gracious environment to serve an affluent, multi-generational membership that appreciates the hugely family-oriented culture of the Club, and its professional staff. The Membership considers the Club an extension of their home where they can relax, enjoy the ambiance and amenities of the Club and connect with their families and friends.

BCC Staff Members create a genuine approach to hospitality, achieve budgeted goals, bestow respect and dignity for all, and provide exceptional experiences at all times. The Club operates with the philosophy that Great People Make Favorite Places.

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

### **BALTIMORE COUNTRY CLUB AND COMMUNITY**

Baltimore Country Club was founded on January 13, 1898 at its Roland Park location and is one of only twelve clubs nationwide to run on two campuses. In 1926, the second location called Five Farms was opened with a masterpiece East Course, designed by A.W. Tillinghast. The club is listed by the USGA as one of the first 100 clubs established in the U.S. and is regularly listed in the top 50 in the nation and top 100 in the World. In 2013, LINKS Magazine named BCC as one of the "100 Most Prestigious Clubs in the World" and it continually honors that tradition.

BCC has a rich history of hosting major events. Their tradition of tennis dates back to hosting the Davis Cup and for golf, BCC had the privilege of hosting the 5th U.S. Open Championship at Roland Park and it is one of only two clubs in the world to have hosted a Men's U.S. Open, a PGA Championship, a Men's U.S. Amateur, a U.S. Walker Cup, a Women's U.S. Open and a Champions Tour Major! Over the years, the Club has hosted several other championships including the 1965 Walker Cup, the 1988 U.S. Women's Open and three Senior Players Championships from 2007 – 2009 and the Big Ten Men's Golf Championship in 2017 and 2018. Baltimore Country Club, with its history of 123 years, is a well-established Club with valued traditions. The Club's traditions are an integral part of its history and culture, but the Club recognizes it must continue to remain relevant for its membership.

The members and staff of Baltimore Country Club will readily share with you their view of Maryland, Baltimore County and Baltimore City as being "a great state and family town!" A strong point of pride is the multi-generational nature of the members and staff, which is unique to just a few major cities in the U.S.

## **BALTIMORE COUNTRY CLUB MISSION STATEMENT**

“Baltimore Country Club is a private, family-oriented association of members committed to camaraderie, tradition and core values of dignity, courtesy, respect, and graciousness who enjoy social, golf and recreational activities provided at the highest level of service in exceptional facilities.”

## **BALTIMORE COUNTRY CLUB FACTS**

- At present, there are approximately 3,200 members in all categories.
- \$45,000 Initiation fee for CLASS A membership. \$5,950 Annual dues for CLASS A member category
- Approximately \$21M Gross revenues from all sources. \$8.5M Dues volume.
- 400 Employees (FTE) in-season; 180 (FTE) off-season
- The Club plays approximately 36,000 rounds of golf annually on its 36 holes
- Tennis/Racquet Revenue: \$700,000
- Average age of members is 49

**BALTIMORE COUNTRY CLUB WEB SITE:** [www.bcc1898.com](http://www.bcc1898.com)

## **DIRECTOR OF RACQUETS POSITION OVERVIEW**

The DOR position is comprehensive and must ensure the successful achievement of the mission and objectives of BCC. 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, Squash Director 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, Paddle and Squash, 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.

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 Members 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 BCC 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/COO, and in coordination with the department Committee’s, the DOR administers the policies, procedures and programs of BCC 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 BCC’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.
- Know and support Baltimore Country Club’s Simple Truth and core values.
- 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 BCC.
- Attends meetings of the various 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.
- Owns and ensures that a recognized racquets merchandise and retail operation is in place, representing the desires and expectations of the members, to which he/she has regular interactions with to gauge satisfaction.
- 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 for the league team tennis practice and play.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, Tennis Committee and some sub-committee meetings. Responsible for drafting the Committee agendas in coordination with the General Manager/COO and respective Committee Chair.
- Enforce all Club’s Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by the Club.
- Work in tandem with the Club’s highly regarded Tennis Maintenance Staff.
- Prepare 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.
- A resume showing progressively more responsible positions and demonstrating experience in delivering both group and individual instructional programs to players of various age groups and skill levels. Additionally, the candidate should have a proven history of high ethical standards.
- Verifiable strength in strategic planning and working closely with boards, committees, and other key contributors to developing, executing, and updating strategies to 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 consistent improvement of member experiences and operational efficiency.
- Of equal importance are exemplary two-way communication (both written and spoken) and interpersonal skills and the ability to work with all committees. 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 BCC.
- The candidate will exhibit excellent organizational, technological and time management skills.

**Education and certification preferences:**

- College degree from 4-year accredited university.
- Vast teaching and programming experience.
- Certified as a PTR, PPR, PPTA and/or USPTA Elite/Master Professional.
- Working knowledge of various computer software programs.
- Knowledge of Court Maintenance including Har-Tru clay courts and paddle courts preferred.

**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.

**Preparing a thoughtful cover letter of interest and alignment with the above noted expectations and requirements is necessary.** Your letter should be **addressed to Mr. Kent Johnson, General Manager/COO of Baltimore Country Club**, and clearly articulate why you want to be considered for this position at this stage of your career and why Baltimore CC and the Baltimore area will be beneficial to you, your family, your career, and the Club if selected.

***Your interest in this role must be communicated in the above manner no later than April 30, 2021 and preferably sooner or the applicant will be rushed to perform additional application prerequisites. Interviews are expected to occur in early May with the new Director of Racquets assuming his/her role in a reasonable amount of time thereafter.***

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

**“Last Name, First Name - Resume”**

**“Last Name, First Name - Cover Letter – Baltimore CC”**

(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. If you have any questions, please email Patty Sprankle: [patty@kkandw.com](mailto:patty@kkandw.com)

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

**LEAD SEARCH EXECUTIVE:**

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