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DIRECTOR OF RACQUETS PROFILE: GREY OAKS COUNTRY CLUB NAPLES, FL

THE DIRECTOR OF RACQUETS OPPORTUNITY AT GREY OAKS COUNTRY CLUB

Grey Oaks Country Club is one of the premier clubs in the desirable Naples, Florida area and is considered to be one of the finest residential club communities of its kind in the United States. Their commitment, in the past, to top quality amenities and services has been further enhanced and reaffirmed in the last few years with the substantial reinvestment and expansion of amenities that rival any in the country.

The Director of Racquets role at Grey Oaks Country Club is an opportunity to lead one of the most elite tennis operations and facilities in Southern Florida. The successful candidate will have significant impact through program creation and innovation. If you possess superior customer service skills, are a charismatic leader with an entrepreneurial spirit, and embrace rich traditions and values, this is your career opportunity.

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

ABOUT GREY OAKS COUNTRY CLUB

Grey Oaks Country Club (GOCC or Grey Oaks) is a private country club community set in the heart of Naples, Florida, which is a leading vacation and retirement destination for many of the country's most successful individuals. A premier destination and the crown jewel of Southwest Florida, Naples is known for its miles of gorgeous beaches, world class shopping and dining, amazing nature and parks, and challenging golf courses. It is also close to beautiful island sanctuaries and the tropical wilderness of the Florida Everglades.

Grey Oaks Country Club opened in 1993 and spans two distinct communities - Grey Oaks and the Estuary. Grey Oaks offers its members understated elegance and resort style living, exclusive social opportunities, 54-holes of championship golf along with exceptional tennis and recreational amenities for residents and non-residents alike. An enclave of private homes, exclusive amenities, sophisticated dining, and natural beauty, Grey Oaks is Naples' most treasured address.

Grey Oaks Country Club's fabulous array of amenities begins with its social and recreational centerpiece, a 62,000 square-foot main clubhouse as well as a connected 12,000 square-foot golf pro shop. This clubhouse offers an elegant setting for casual upscale dining, gracious hospitality and unparalleled professional service for members and guests. In addition to numerous dining options and a full calendar of events the club is well-appointed with new men's and ladies' card and locker rooms. The Wellness Center encompasses 30,000 square-feet and features state of the art cardio gym, two aerobic studios, Pilates, spin, spa, a community room, and an immediate care center.

The 4-year old tennis complex consists of 8 Har-Tru courts, 1 grass court, 4 pickleball courts, a multi-purpose court, full service pro shop, locker rooms and an outdoor courtside terrace with F&B service. A full array of activities and lesson programs for men and women of all levels of members is evident throughout the week.

The Pool Café and Clubhouse and Tennis Complex, which opened in February 2017, has quickly become the envy of Southwest Florida where members can enjoy fire pits, lounge seating and personal grilling stations, while relaxing in elegant, poolside cabanas. An expansive 22,000 square-feet; the café features indoor/outdoor dining, flat screen TV's, and a wood-burning pizza oven.

The Café overlooks a stunning 6,700 square-foot resort-style pool with a waterfall, wading entrance, and lap lanes. This poolside oasis is the ultimate destination for family and friends.

Within the Estuary at Grey Oaks, all members can enjoy the added comfort and convenience of the 20,000 square-foot Estuary clubhouse that features expansive outdoor deck seating in addition to a well-appointed and efficient interior operation. This additional clubhouse is near the Grey Oaks Clubhouse and includes a fully stocked golf pro shop along with his and her locker and card rooms and its own fitness center.

Capital Improvement Projects undertaken/completed at GOCC since 2015:

- The Palm course, a Clifton Ezell & Clifton design, was redesigned by Tim Liddy and reopened for play in early 2017
- The Estuary course originally designed by Bob Cupp was recently redesigned by Tim Liddy and opened in 2017.
- East clubhouse kitchen renovation
- Estuary Clubhouse renovation
- Pool Café Clubhouse construction (new facility)
- Large Resort-style Pool (new construction)
- Tennis Center and pro shop (new construction)
- Relocation of tennis courts
- Golf Performance Center (new construction)
- Construction of driving range and short game area
- Construction of Pickleball courts (2 permanent and 2 portable)
- Construction of 30,000 square-foot Wellness Center (new facility)
- Construction of a 4 four court Bocce complex (On going)

GREY OAKS COUNTRY CLUB BY THE NUMBERS

- At present, there are approximately 1,200 members in all categories; 85% of the residents in GOCC are members and of those 1,200 members 30% are non-resident
- \$160,000 Initiation fee for full resident membership
- \$20,000 Annual dues
- \$30M Gross revenues from all sources
- \$14M Dues volume, including capital dues
- \$5.5M F&B volume
- \$540,000 Tennis Budget
- 380 Employees (FTE) in-season; 150 (FTE) off-season
- Average age of members is 62

GREY OAKS COUNTRY CLUB WEB SITE: www.greyoaksgcc.com

DIRECTOR OF RACQUETS POSITION OVERVIEW

Grey Oaks is looking for a year-round Director of Racquets (DOR) that will bring the department to the next level by expanding adult, junior, social, and competitive programs to meet the ever-changing needs and demands of Grey Oaks' membership.

The DOR position is comprehensive and must ensure successful achievement of the mission and objectives of Grey Oaks. The successful candidate will be responsible for overall operation of the Tennis Program, including tennis, pickleball, pro shop, programming, and staff. The DOR is a highly visible position requiring strong presence, leadership and communication skills with both members and staff. The DOR is expected to be the leader of the racquets programs by passionately promoting the games of Tennis and Pickleball. These traits must resonate through all staff members.

Grey Oaks employs an accomplished tennis staff and wishes to continue this tradition. The working environment at Grey Oaks is one of professionalism and respect, and Grey Oaks prides itself on the positive relationships it maintains with its staff.

Under the direction of the General Manager, and in coordination with the Sports Committee, the DOR administers the policies, procedures and programs of Grey Oaks relating to all racquet sports.

The general roles and responsibilities of the DOR will be to deliver a range of services customarily provided by a Master or Elite USPTA/PTR professional. These services will include, but will not be limited to:

Leadership

- Be a passionate ambassador for all racquet sports and require the same of the staff
- Assure consistent, highly ethical, efficient, and seamless daily operation of club-wide tennis and pickleball operations; provide members and guests with an environment that meets the values of Grey Oaks
- Provide mentorship to the staff to ensure education is assured. Timely progression of the staff is essential
- Oversee departmental programs and services to meet or exceed member satisfaction
- Supervise, lead, and mentor all teaching professionals, pro shop staff, maintenance staff and seasonal interns (staff size of approximately 6)

Programming

- Organize, schedule, and manage tournaments, clinics, round robins, social events, and other tennis related activities to maximize members' access to and enjoyment of the tennis facilities
- Create comprehensive events and activities to include social, competitive, and instructional programming for all levels.
- Organize exhibitions that include celebrities and educational programs.
- Provide organizational and structural support for league team tennis practice and play. Provide a fair and equitable system for teams to be organized and governed. Provide governance to ensure team spirit and comradery is evident within the team program.

Administration

- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports
- Attend all senior staff, Sports Committee, and select sub-committee meetings. Responsible for drafting the Sport Committee agendas and leading the meetings.
- Operate a high-quality merchandise and retail operation in the Grey Oaks Tennis Shop, ensuring product expectations are met.
- Manage all staff scheduling
- Conduct regular staff meetings within the Racquets operation to ensure effective communications
- Enforce all Grey Oaks Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by Grey Oaks
- Prepare tennis promotional items and event results for Grey Oaks website, bulletins, e-blasts, etc.
- Oversee the annual budget process, monthly financial performance, and weekly payroll management (Grey Oaks tennis budget is approximately \$540,000)
- The following positions report to the DOR:
 - 3 assistant professionals
 - 2 part time in season
 - Merchandiser/Pro Shop Manager
 - Pro Shop staff
 - Court maintenance staff

Instruction

- Develop and implement a teaching philosophy that embraces Grey Oaks values and traditions; incorporate standardized teaching methodologies as appropriate
- Provide an appropriate amount of private and group lessons to both adults and children; oversee lessons taught by all professionals
- Play tennis and pickleball, and provide instruction to members of varying skill levels to encourage skill development and relationship building

Junior Tennis

- Develop and implement a respected junior program that meets the demand of all junior abilities. Typically, this is during holiday, vacation, and summer times. Program should be comprehensive, creative, and innovative for all levels of junior play
- Proficient in the “USTA’s 10 and Under” initiative on teaching protocol
- Coordinate instruction and competitive/social playing when needed throughout the season

EXPERIENCE, QUALIFICATIONS and SELECTION CRITERIA

The ideal candidate should be an engaging and polished professional with a minimum of five (5) years of experience as a Director of Racquets in a private club setting.

A minimum of 5 years of progressive leadership/racquets management experience in (preferably) a private member-owned country club with multi-dimensional operations, or leading racquets operations outside of the club industry in a similar hospitality operation.

A head professional at an extremely successful club and tennis program will be considered.

Knowledge of pickleball and certification is desired

A resume indicating 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.

Experience

- 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
- History of innovation and a champion of new ideas and initiatives; looking to consistently improve member experiences and operational efficiency
- Verifiable strength in working closely with management, boards, committees, and other key contributors to developing and executing the club’s vision
- Exemplary communication (written and spoken) and interpersonal skills; ability to work with committees
- 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 Grey Oaks
- Exhibit excellent organizational, technological and time management skills
- Running and organizing successful women’s, men’s, and junior tennis team programs
- Developing and staging intra- and inter-club events
- 5.0 tennis playing competency or above preferred

Qualifications and Personal Attributes

- Member focused; delighted to meet the expectations and requirements of members and their guests
- Possess high energy and genuine desire to interact actively with the membership on a professional and hospitable level

- Works well and is well respected by others
- Understands Grey Oaks values and exemplifies the Grey Oaks culture
- Keen problem-solving skills
- Strong operational management record
- Mentor to his or her staff
- Industry talent leader (can assemble high-performance and talented team who work well together)
- Entrepreneurial spirit to create new programs while respecting current desires and traditions
- Strong time management skills given broad range of activities and demands
- Comfortable publicly speaking
- Personal character and charisma

Selection Criteria

- Breadth and depth of experience as a tennis professional
- Degree of experience in similar settings
- Ability to articulate a compelling vision for the future of Grey Oaks programs
- Demonstration of technical competence

EDUCATION AND CERTIFICATION

The ideal candidate should have earned a college degree and must possess USPTA/PTR Master Professional or Elite Professional certification. The successful candidate will possess a high-level of proficiency in both playing and teaching the sport of tennis, including certification.

SALARY AND BENEFITS

Grey Oaks offers a generous compensation package including salary, commission, bonus, and a benefits package that is commensurate with qualifications and experience and befitting a club of the stature and significance of Grey Oaks.

INSTRUCTIONS ON HOW TO APPLY

We request that you upload your resume and cover letter (in that order) to our resume service. ***Please note that you should have your documents fully prepared to be attached when prompted for them.***

Your interest in this position should be communicated as soon as possible, but no later than August 19th. Interviews are expected to take place in mid-September.

These documents should be in PDF format and your letter should clearly convey why you are interested and in alignment with the position. Your letter should be addressed to Mr. Michael Stott, General Manager; Grey Oaks Country Club. Additional information will be required from candidates to further assist in the evaluation of alignment and validation of competency for the role.

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

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.

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

“Last Name, First Name Resume” &

“Last Name, First Name - Cover Letter – Grey Oaks 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.

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

If you have any questions please email Patty Sprankle: patty@kkandw.com

Lead Search Executive:

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