

DIRECTOR OF RACQUETS PROFILE: WELLESLEY COUNTRY CLUB WELLESLEY, MA

THE DIRECTOR OF RACQUETS OPPORTUNITY AT WELLESLEY COUNTRY CLUB

The Director of Racquets (DOR) at Wellesley Country Club (WCC) will lead one of the most elite racquet operations and facilities in the Boston area, while having the opportunity to drive significant impact through program creation and refinement. If you possess superior customer service skills, are a charismatic leader with an entrepreneurial spirit, and embrace rich Club traditions and values, this is your career opportunity.

WCC is seeking to place a highly capable professional with strong leadership experience as the DOR. A positive, innovative, and energetic approach to WCC programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on family and social activities for all levels of players is paramount in tennis, paddle and pickleball. The candidate must be able to demonstrate proven written and verbal communication skills. Visibility, member engagement, and authentic enjoyment of building member relationships is critical, as is the ability to relate to committees in a professional, respectful, and diplomatic manner.

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

WELLESLEY COUNTRY CLUB AND COMMUNITY

Wellesley Country Club is nestled in the quaint New England town of Wellesley, Massachusetts. Recognized as one of the most beautiful towns in Massachusetts, if not the entire country. Wellesley history stretches back to the initial English settlement of America, where it was settled as part of the Dedham in the 1630's and home to many US Senators, authors, artists, and musicians.

Wellesley Country Club is a family-oriented club whose members enjoy a wide variety of recreational and social opportunities. Founded in 1910, our club combines the best of both one hundred years of tradition and modern country club life.

At the heart of WCC is its championship golf course, which hosted the 2016 U.S. Senior Women's Amateur Championship. WCC previously hosted the Massachusetts Open in 2010 and other state-level tournaments over the years.

The Tennis Program at Wellesley Country Club is considered one of the best in the Northeast offering year-round indoor tennis, and eight outdoor clay courts. The adult tennis program has many offerings for social and competitive players. The paddle tennis courts feature a state-of-the-art Platform Tennis facility with four courts and a paddle tennis hut. The club is in the midst of a \$14M capital project adding a 42,000 square foot Sports Complex with 4 indoor tennis courts and 2 Golf Simulators which is scheduled to open in September of 2022.

The WCC tennis program has many things to offer both social and competitive players. For women, the club has four teams competing in the Dorothy Bruno Indoor Tennis League. The Tennis program offers a robust Junior Development Program. The platform tennis program features a state-of-the-art Platform Tennis facility. Four courts with a paddle hut that is perfect for post-match socializing or paddle tennis gatherings.

WCC unveiled a new aquatic facility in 2014. The new pool complex includes a snack bar, kiddie pool, sports court and the Sunset Terrace that offers food, fun and relaxation to all members. WCC is home to several youth programs including the Summer Academy, Paddle Tennis Vacation Camp, Junior Development Tennis Program, Junior Golf Program, Caddie Program and an active Swim Team.

WELLESLEY COUNTRY CLUB FACTS

- At present, there are approximately 800 memberships in all categories.
- The Club has an 18.5M operating budget
- Initiation fees are \$82,000 with dues of \$16,300 annually.
- There are approximately 85 full time and 100 part time or seasonal employees.
- The average age of members is approximately 56.
- There is a total of 15 Board Members, each serving three-year staggered terms.
- The club uses Jonas for its POS and Club Accounting Systems
- Racquets Budget: \$1M
- There are 11 standing committees: Finance, Golf, Grounds, Racquets, Pool/Fitness, Facilities, Dining, Executive, Board of Governors, Nominating and Leadership
- The club uses Jonas for its POS and Club Accounting Systems

WELLESLEY COUNTRY CLUB WEB SITE: www.wellesleycc.com

DIRECTOR OF RACQUETS POSITION OVERVIEW

The DOR position is comprehensive and must ensure the successful achievement of the mission and objectives of WCC. 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.

The goal of the Racquets Program is to deliver a consistent member/guest experience that meets or exceeds expectations daily. The DOR will strive to maximize revenues through creative planning and strategies that increase offerings 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 WCC 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 WCC 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 WCC'S mission, values and objectives.

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.
- Is sincerely active and visibly interactive with staff, Members, and their guests daily.

- 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 WCC.
- 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.

Programming

- Create comprehensive events and activities to include social, competitive and instructional programming for all levels
- 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
- Provide organizational and structural support for league team’s practice and play. Provide a fair and equitable system for teams to be organized and governed
- Develop and implement a high-level and respected junior program that meets the demand of all junior abilities. 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

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.
- 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.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, Racquet 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.
- Prepare promotional items and event results for the website, Club bulletin and e-blasts.

CANDIDATE QUALIFICATIONS

- 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 working closely with boards, committees, and other key contributors to developing, executing, and updating strategies to success.
- 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 WCC.
- The candidate will exhibit excellent organizational, technological and time management skills.

EDUCATION AND CERTIFICATION

The ideal candidate should have earned a college degree and ideally hold certifications with USPTA/PTR/PPR/PPTR/PPTA. Ideal candidates are working towards their “On-Line Director of Racquets Certification” by the University of Florida. This certification is endorsed by the USTA/PTR/USPTA.

CLUB COVID REQUIREMENTS

The club does not require staff to be fully vaccinated as a provision of employment.

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. Brian Lynch GM/COO of Wellesley Country Club and clearly articulate why you want to be considered for this position at this stage of your career and why Wellesley Country Club and the Wellesley, MA area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than May 31, 2022. Candidate selections will occur mid-June with first interviews expected in late June and second interviews a short time later. The new Director of Racquets would be assuming his/her role in 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 - WCC”

(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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