



CLASSIFICATION DESCRIPTION

TITLE: TENNIS PROFESSIONAL

JOB CODE: 13 (Exempt)

GENERAL DESCRIPTION OF DUTIES

Under general supervision provides administration and coordination of facility maintenance and tennis programs for the City. Employees in this classification organize, schedule, and develop tennis programs for groups, individuals, league teams, and special events. Duties include tennis instruction and administrative duties including scheduling, program marketing, event planning, and tournament/league coordination. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Supervises all tennis play and proper charging of fees, and rental of equipment.
- Initiates, directs and promotes tennis clinics, special events and programs in an effort to attract and maintain members' tennis interests.
- Provides beginning through advanced instruction (private and group) for all levels of players. Implements and develops lesson programs for adults and juniors.
- Enforces all club rules and regulations governing the use of the club/facility, its equipment and other property.
- Properly represents the club in state or national events as time will permit.
- Prepares a monthly calendar of events.
- Works cooperatively with other departments to develop combined programs for the membership.
- Ensures proper inspection of the courts/facilities on a daily basis prior to the start of play and ascertain that all necessary maintenance has been performed and the courts are in a safe working order. Reports any maintenance problems to the department manager or Maintenance Manager.
- Monitors court usage including special events, clinics and lessons.
- Responsible for interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining associates; addressing complaints and resolving problems.

- Manages department members that may include, but is not limited to: Tennis Instructors.
- Assures that effective orientation and training are given to each new associate. Develops ongoing training programs.
- Monitors business volume forecast and plans accordingly in areas of manpower, productivity, costs and other expenses.
- Responsible for implementing and maintaining excellent service to achieve guest satisfaction.
- Performs other duties as required.

MINIMUM TRAINING AND EXPERIENCE:

High school diploma or GED. Supplemented by 5 years work experience that demonstrates the ability to manage court functions and collect and account for monies received, or an equivalent combination of education, training, and experience. A comparable amount of training, education or experience can be substituted for the minimum qualifications.

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

Tennis Professional Certification by USPTA and USPTR, and certification as a Stringer by the USRSA. Must possess and maintain a valid Florida Driver's License. Must be CPR and First Aid Certified.

KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of the methods, policies and procedures of the City as such pertain to the performance of the essential duties of the Head Tennis Professional.
- Has considerable knowledge of the principles and practices of providing coordination, scheduling and management of a tennis facility, to include the provisions of tennis lessons in a group or individual context.
- Has considerable knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position.
- Has considerable knowledge of the organization of the City and its departments and agencies.
- Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work.
- Has considerable knowledge of terminology and related professional languages used within the Department as such pertain to work responsibilities.
- Knows how to maintain cooperative and effective relationships with intra- and inter-departmental personnel, as well as any external entities with which position interacts. Maintains high standards of accuracy in exercising duties and responsibilities.
- Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility.

- Maintains high quality communication and interaction with internal and external entities with which the position interacts.
- Exercises analytical judgment in areas of responsibility.
- Identifies issues or situations as they occur and specifies decision objectives.
- Identifies or assists in identifying alternative solutions to issues or situations.
- Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors.
- Demonstrates the ability to teach and train individuals of all ages and physical abilities. Seeks expert or experienced advisement where appropriate and researches issues, situations and alternatives before exercising judgment.
- Demonstrates high moral standards. Demonstrates the ability to communicate with the public in a manner that reflects highly upon the City.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds.
- While performing the essential functions of this position there is potential for exposure to fumes or airborne particles, toxic or caustic substances, outside weather conditions, excessive noise, and dampness/humidity.

Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of accommodations with the employer.