

CITY OF CHATTANOOGA
Classification Specification Title: Manager Tennis Program

Department: Parks & Outdoors

Pay Grade: GS.13

Supervision Received From: Dir. Recreation

FLSA Status: Exempt

**Supervisory Responsibility For: Recreation Program
Specialist, Recreation Specialist**

Established: 5/19/23

**Revision Dates: 4/2/25;
10/20/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing and overseeing the daily operation of all year-round tennis centers including Champions Tennis Club. Duties include directing, hiring, training, scheduling and evaluating part and full-time staff along with volunteers; managing multiple activities and programs at multiple tennis centers simultaneously; directs division as the sole expert in the city; responding to customer requests, reservations and complaints; directing special events and tournaments; managing and overseeing the pro shop; developing promotional materials for centers and its events; managing and overseeing facility programming, equipment, upgrades and ground maintenance.

Responsible for developing and administering the division budget; inspecting and testing facility courts; ensuring compliance with applicable United States Tennis Association and International Tennis Federation rules and regulations; consults with organizations interested in using tennis facilities; soliciting and working alongside local, state, sectional and national tennis associations to secure bids for tournaments that have economic benefit; creating tournaments that have economic impact; managing and developing a junior development program which includes private instruction, group instruction and clinics; managing and overseeing use of facilities for all racquet sports (pickleball).

Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: The Manager and Director of Racquet Sports is a stand-alone position in the recreation management series

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Directs and supervises lower level part and full time staff to include prioritizing and assigning work; conducting performance evaluations ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe work environment and making hiring, termination and disciplinary recommendations.

Manages the day to day activities and operations of multiple tennis centers and pro shops which includes developing, planning, coordinating, administering and evaluating programs, projects,

processes, goals, objectives and procedures; ensuring compliance with federal, state and local laws, regulations, codes, standards, policies and procedures.

Monitors tennis facilities for potential safety hazards and to ensure patrons comply with applicable facility rules.

Ensures compliance with rules and regulations of the United States Tennis Association and International Tennis Federation.

Oversees and coordinates facilities, grounds and equipment maintenance activities which includes reporting required maintenance and repairs; submitting work orders; coordinating and scheduling maintenance activities, minimizing downtime of tennis facilities; preparing preventative maintenance calendars and performing other related activities.

Manages and facilitates training and certification courses related to tennis instruction, tennis officiating, tennis code, tennis rules, tennis emergency procedures and/or other related items.

Manages the maintenance of applicable certifications for compliance with applicable regulations, guidelines and standards.

Manages, plans, promotes and administers programming with an emphasis on tournaments which includes working closely with applicable committees and local, state, sectional and national associations to secure bids that have economic benefits; developing contracts and agreements; securing playing sites; blocking hotel rooms; securing sponsorships; hiring officials; facilitating player meetings; developing draws and order of play; coordinating player meals; securing volunteers; ordering requirements supplies; ensuring compliance with applicable United States Tennis Association Regulations and performing other related activities.

Develops and manages the junior development program which includes private instruction, group instruction, clinics, camps and/or other related activities.

Develops and implements community outreach programs Develops and administers the division budget.

Prepares a variety of business correspondence and reports related to facility activities, operations, revenues and expenditures.

Supervises and participates in the creation and dissemination of promotional materials for facility programs and events including brochures, posters and flyers.

Participates in/on a variety of meetings, committees and /or other related groups in order to receive and convey information.

Responds to requests for information, concerns or complaints regarding facility programs and operations.

Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Hiring manager for the racquet sport division, works in conjunction with the HR department to identify open positions, submit requisitions, write detailed job descriptions, review resumes, approve, hire and complete the onboarding process.

Identifies potential racquet sports and organizations to increase collaboration for citywide programs, develops contracts and proposals, and coordinates use of facilities.

Updates certifications and remains current on new and updated rules and regulations along with trends from the United States Tennis Association, the International Tennis Federation , Professional Pickleball Association, Professional Tennis Registry and SafePlay.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree in Business, Sports management or related field and five (5) years progressively responsible experience that includes tennis facility management, tennis program administration, tennis tournaments and events, tennis instruction, budget preparation, community relations and supervision; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: Possession of USPTR and/or USPTR certifications and the ability to obtain PPR (Pickleball) certification. Possession of USTA Tournament Director and USTA Tournament Official certifications.

SUPPLEMENTAL INFORMATION:

KNOWLEDGE & SKILLS: Knowledge of supervisory principles; the game of tennis; the game of pickleball; pro shop operations; tournament management principles and practices; tennis rules and regulations; tennis code of conduct; facility scheduling principles; applicable federal, state and local laws, ordinances, codes, rules, regulations, standards, policies and procedures; budgeting principles; customer service principles; public relations principles; promotional techniques and business correspondence and report preparation techniques.

Skill in monitoring and evaluating subordinate staff; prioritizing and assigning work; providing customer service and public relations; developing and implementing tennis programs and activities; coordinating and scheduling preventive maintenance and repair activities; preparing and administering budgets; planning, organizing and conducting special events and tournaments; applying applicable laws; ordinances, codes, rules, regulations, standards, policies and procedures; creating promotional materials; preparing a variety of business correspondence and reports; using a computer and related software applications; overseeing fiscal activities of pro shop and tennis facilities; monitoring facilities for potential safety hazards and implementing

corrective actions; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: This job is physically challenging, requiring lifting, balancing, climbing and running. Lifting up to 50 pounds of force occasionally and/or up to 10 pounds of force frequently. Positions in this class also require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Environmental factors are often extreme, many activities performed in extreme heat , extreme humidity and extremely cold conditions. Exposed to outdoor weather conditions. Exerting up to 50 pounds of force occasionally and/or up to 10 pounds of force frequently.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

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