

CITY OF CHATTANOOGA
Classification Specification Title: Tennis Assistant

Department: Parks & Outdoors

Pay Grade: GS.04

Supervision Received From: Director Recreation

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 11/01/14

Revision Dates: 4/4/25;

10/20/23; 8/02/22

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for tasks associated with the reception desk at Champions Club. Tasks include enforcing rules and policies of the tennis center, answering phones, answering club related questions, assigning players to courts and monitoring court usage, receiving payment from citizens and providing receipts as appropriate, completing cash drawer tasks as shift begins and ends. Incumbents assist in outdoor needs such as rolling courts dry in inclement weather, hanging windscreens, setting up scoreboards, umpire chairs and water coolers. Performs other duties as needed and ensures cleanliness of the facility. Works under direct supervision.

SERIES LEVEL: This is a stand-alone position.

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.)

Answer phones, answer club related questions, and assign players to courts from the reception desk.

Ensure all facility policies and procedures are enforced.

Responsible for receiving payment for services and accountability for the cash register during shift.

Assist in outdoor needs such as drying courts, hanging windscreens, setting up scoreboards, umpire chairs, and water coolers.

Ensure the facility is safe, stocked and clean at all times.

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:

Six months of experience in customer service, money handling and supervising recreational activities preferred or any equivalent combination of experience and training that provides the required knowledge, skills and abilities. Knowledge of tennis standards preferred.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION

Knowledge of customer service principles; tennis industry standards; interpersonal skills; the sport of tennis, tennis rules and regulations and tennis etiquette.

Skill in providing customer service; maintaining inventory; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to moving mechanical parts and electrical currents.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

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.