

## **DIRECTOR OF RACQUETS PROFILE: SILVER SPRING COUNTRY CLUB RIDGEFIELD, CT**

### **THE DIRECTOR OF RACQUETS OPPORTUNITY AT SILVER SPRING COUNTRY CLUB**

This is a career opportunity for an individual who understands and can execute how a highly functioning racquets facility should be lead and managed. The successful Director of Racquets (DOR) will have the opportunity to leave his/her legacy on an already successful program by increasing quality programming, staff, instruction, and court maintenance in tennis, pickleball and paddle sports. This is a fantastic opportunity for the consummate professional who wishes to move their career to the National forefront. The club is seeking an enthusiastic leader who can manage the day-to-day operation and also create a long-term vision for the department along with the racquets committee.

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

### **AN OVERVIEW OF SILVER SPRING COUNTRY CLUB**

Established in 1930, amidst the beautiful rolling hills of Ridgefield Connecticut, Silver Spring has emerged as one of the premier country clubs in Fairfield County, attracting a devoted membership and upholding a tradition of exceptional and ever-improving facilities.

A family friendly club offering golf, tennis, paddle, swimming, dining, and social events for the whole family. As members drive up the winding driveway to Silver Spring they feel as though they have left the outside world behind. A beautiful private setting with state-of-the-art facilities and unmatched services and amenities.

Silver Spring Country Club is a club for all seasons. A golf simulator is available throughout the winter and lighted paddle courts remain open for winter play and instruction. The original clubhouse was a small building designed by Roger Bullard, but over the years it has been expanded and updated to become a modernized facility, though it still adheres to its original charm.

Tennis facilities include eight Har-Tru, – two all season courts, four pickleball courts as well as a state-of-the-art paddle facility which includes five paddle courts and a new, fully equipped paddle hut coupled with multiple social and competitive men’s and women’s teams in the Fairfield County leagues. A new capital project includes four permanent pickleball courts, and a sport court starts in early spring.

### **SILVER SPRING COUNTRY CLUB BY THE NUMBERS**

- Approximately 390 memberships
- Approximately \$8.7 million in gross revenue
- \$60,000 Initiation fee
- Dues \$14,500
- Approximate 2022 Gross lesson revenue: \$140,000
- 56 Employees (FTE) in-season; 122 (PTE)
- Average age of members is 56
- The DOR will own the pro shop that utilizes Jonas encore; Approximately \$27K in annual revenue
- Racquets department employs approximately 6-8 individuals in season
- The Club is organized as a 501©(7), not for profit organization
- 90 active junior players; 150 with camp
- 150 active adult players

**SILVER SPRING COUNTRY CLUB WEB SITE:** [www.silverspringcc.org](http://www.silverspringcc.org)

## **DIRECTOR OF RACQUETS POSITION OVERVIEW**

The DOR position is comprehensive and must ensure the successful achievement of the mission and objectives of SSCC. The DOR is responsible for the oversight and execution of the entire Racquet Sports Program and will work directly with the GM, – Clubhouse Manager 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, Paddle and Pickleball, 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, capex projects and of course the highest level of member service.

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. Therefore, this position will have limited on-court teaching hours of 20-25 hours/week.

The DOR is the ‘face’ of SSCC 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.

This position is a member of the Executive Team and works closely with all Club department leaders to ensure the achievement of SSCC’S mission, values and objectives.

The following positions report to the Director of Racquets:

- Assistant Racquets Professional
- 2 seasonal assistant professionals
- Pro Shop staff

## **PRIMARY RESPONSIBILITIES**

### 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.
- Oversees top-flight racquets operations and programming, with exemplary service and connectivity to Members and Staff Members.
- Create a junior development program in all sports ensuring both competitive and social options are available. The junior program should include superior U10’s programming and instruction as well as high performance. Oversight of the summer camp program.
- Is sincerely active and visibly interactive with staff, Members, and their guests on a daily basis.
- 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 SSCC.
- 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.

### Business and Financial Acumen

- Responsible for the development of - racquets annual operating and capital budgets to present to the GM.

- Owns and 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.
- A history of involvement with his/her professional organizations, including the PTR, USPTA, USTA, to ensure keen knowledge of current trends, best practices, new innovations, along with a strong network of resources.
- Provide organizational and structural support for the league team tennis practice and play.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, -Racquets 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.
- Work in tandem with the Club's highly regarded Tennis Maintenance Staff.
- Prepare promotional items and event results for the website, Club bulletin and e-blasts.

#### **CANDIDATE QUALIFICATIONS/EXPERIENCE/SELECTION CRITERIA**

- A strong and passionate leader with a proven track record of providing premier services in a dynamic, preferably multiple racquets sport environment.
- A proven track record in all racquet player and program development.
- A resume showing 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.
- Verifiable strength in strategic planning and working closely with boards, committees, and other key contributors to developing, executing, and updating strategies to success.
- A verifiable 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.
- 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 SSCC.
- The candidate will exhibit excellent organizational, technological and time management skills.

**EDUCATION AND CERTIFICATION** The candidate should have earned a college degree and ideally hold or working towards certifications with USPTA/PTR/PPR/PPTR/PPTA. Ideal candidates have attained or enrolled in the DORS "Director of Racquets Sports" program by the University of Florida certified through the PTR and USPTA.

#### **SALARY AND BENEFITS**

Silver Spring Country Club offers a generous compensation package that is commensurate with qualifications and experience and befitting a club of the stature and significance of Silver Spring Country Club.

#### **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.

You must apply for this role as soon as possible but no later than February 8, 2023. Interviews will occur in early March with the new DOR starting in the spring.

Prepare a thoughtful cover letter addressed to **Mr. Karl Habib, General Manager** and clearly articulate why you want to be considered for this position at this stage of your career and why Silver Spring Country Club and the Fairfield County, CT area will be beneficial to you, your family, your career, and the Club if selected.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Silver Spring 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 Cherie Kennen: [cherie@kkandw.com](mailto:cherie@kkandw.com)

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