

DIRECTOR OF RACQUETS PROFILE: PINEHURST COUNTRY CLUB DENVER, CO

DIRECTOR OF RACQUETS OPPORTUNITY AT PINEHURST COUNTRY CLUB

The Director of Racquets (DOR) at Pinehurst Country Club will lead one of the most elite racquets operations and facilities in the Denver area while having the opportunity to drive significant impact through program enhancement, creation, and refinement. If you possess superior customer service skills, are a charismatic leader and have a genuine desire to deliver a rewarding member experience, this is your career opportunity.

Pinehurst Country Club, a family-oriented private Club, is seeking to place a highly capable professional with strong leadership experience as the DOR. A positive, innovative, and energetic approach to Pinehurst Country Club's programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on developing operational policy is paramount. The candidate must be able to demonstrate proven written and verbal communication skills and work hand in hand with other senior managers. Visibility, member engagement, and authentic enjoyment of building member relationships is critical, as is the ability to build a racquets program of the highest level.

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

PINEHURST COUNTRY CLUB

Pinehurst Country Club in Denver is a dynamic, family-centered private club that offers far more than just golf. Nestled in a beautiful mile-high setting, Pinehurst combines tradition with modern amenities to create a welcoming and active year-round lifestyle for members of all ages.

While the club is renowned for its exceptional golf facilities—including a championship 18-hole course, a family-friendly 9-hole course, and an ultra-HD golf simulator—Pinehurst's appeal extends well beyond the fairways. Its vibrant community thrives on a wide range of amenities, with racquet sports playing a central role.

The tennis program at Pinehurst is one of the most active in Denver and is nationally recognized, ranked 32nd in the country by *Club + Resort Business*. The club features both indoor and outdoor courts, serving members with USTA teams, league play, clinics, and programs designed for players of all levels. The adult league boasts over 50 teams, including multiple state champions and national contenders, while the junior program ranks among the top three in Colorado, helping young athletes succeed both at the club and on their school teams.

Pickleball has also found a vibrant home at Pinehurst. As the fastest-growing sport in America, it is fully supported with daily programming that includes clinics, boot camps, open play, and social events for all skill levels and ages. Beyond racquet sports, Pinehurst offers an exceptional array of amenities. The Clubhouse is a hub of activity, featuring a state-of-the-art Fitness Center with modern equipment, exercise classes, and even aerial yoga. The oversized swimming pool is a favorite summer destination, offering lessons, a competitive swim and dive team, and poolside relaxation at the Splash Bar and Oasis.

Dining at Pinehurst is equally impressive, with options ranging from casual meals at the Family Grille and poolside dining at the 9-Hole Diner to upscale experiences at Mount Evans. Social spaces like the lively Bogies bar and family-friendly game areas ensure that there's something for everyone.

At its core, Pinehurst Country Club is a vibrant community that blends sport, wellness, and social connection in an environment that's both energetic and welcoming. Whether you're swinging a racquet, enjoying a fine meal, or lounging by the pool, Pinehurst offers an elevated club experience for the entire family.

Pinehurst has recently passed a 4-year capital Master Plan that will touch all areas

- Replace and update their pool complex & snack bar – opening 2027
- Repair all 27 holes of golf while honoring the original Maxwell design – 9-hole phasing begins late 2027
- Adding lights to some of the outdoor tennis and pickleball courts – aiming to do in line with the pool project

Mission

The mission of Pinehurst Country Club is to cultivate a safe, vibrant, inclusive community and a welcoming atmosphere where families of all ages and backgrounds feel at home and enjoy exceptional service and facilities.

Vision

To provide a safe and enjoyable country club experience for its members, where friendships flourish, and memories are made.

PINEHURST COUNTRY CLUB BY THE NUMBERS:

- 900 Memberships
- \$13M Gross volume
- Full-time employees: 150 Club Wide, 5 Racquets
- Tennis/Racquet Revenue: \$500,000
- Annual Racquets Budget: \$750,000
- Gross Racquets Pro Shop revenue: \$40,000 Club owned
- Number of tennis teams: 50
- Active adult players: 250-300 Active adult pickleball players: 140-150
- Active junior tennis: 27 Active junior pickleball: 10
- Club POS and Accounting system: NorthStar
- Average member age: 59
- The Club is a 501c7

PINEHURST COUNTRY CLUB WEBSITE: www.pinehurstcountryclub.com

DIRECTOR OF RACQUETS POSITION OVERVIEW

The new DOR will ensure rich traditions at the club will continue, while bringing new and innovative events to the adult and junior departments.

The DOR position is comprehensive and must ensure successful achievement of the mission and objectives of PCC. The successful candidate will be responsible for overall operation of the Racquets Program, including tennis, pickleball, pro shop, programming and staff. The DOR is a highly visible position requiring strong presence, leadership and communication skills with both Members and staff. The DOR is expected to be the leader of the Racquets program by passionately promoting the games of Tennis and Pickleball. These traits must resonate through all staff members.

Under the direction of the CEO, and in coordination with the Racquets Committee, the DOR administers the policies, procedures, and programs of Pinehurst relating to all racquet sports.

The over-arching role and responsibilities of the DOR will be to deliver a range of services customarily provided by a Master or Elite RSPA/PTR professional. These services will include, but will not be limited to:

Leadership

- Be a passionate ambassador for all racquet sports; require the same of the staff.
- Assure consistent, highly ethical, efficient and seamless daily operation of club-wide racquets operations; provide members and guests with an environment that meets the values of Pinehurst.
- Oversee departmental programs and services to meet or exceed member satisfaction.
- Supervise, lead and mentor all teaching professionals, pro shop staff and seasonal interns (staff size of approximately 7).

Programming

- Organize, schedule and manage tournaments, clinics, round robins, social events and other racquets related activities to maximize members' access to and enjoyment of the racquet facilities.
- Create comprehensive events and activities to include social, competitive and instructional programming for all levels.
- Provide organizational and structural support for league team racquets practice and play. Provide a fair and equitable system for teams to be organized and governed.

Administration

- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports.
- Attend all senior staff, Racquets Committee and some sub-committee meetings..
- Operate a high-quality merchandise and retail operation in Pinehurst' Racquets Shop, ensuring product expectations are met.
- Manage all staff scheduling.
- Conduct regular staff meetings within the Racquets operation to ensure effective communications.
- Enforce all of Pinehurst' Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by Pinehurst.
- Prepare racquets promotional items and event results for Pinehurst' website, bulletins, e-blasts, etc.
- Oversee the annual budget process, monthly financial performance, and weekly payroll management.

Instruction

- Develop and implement a teaching philosophy that embraces Pinehurst' values and traditions; incorporate standardized teaching methodologies as appropriate.
- Provide an appropriate amount of private and group lessons to both adults and children; oversee lessons taught by all professionals.
- Play tennis and pickleball and provide instruction to members of varying skill levels to encourage skill development and relationship building. The DOR is expected to be on the court providing up to 10 hours of instruction per week.

Junior Tennis

- 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.
- Coordinate instruction, competitive playing and team opportunities for all juniors.

EXPERIENCE, QUALIFICATIONS & SELECTION CRITERIA

The ideal candidate should be an engaging and polished professional with a minimum of five (5) years of experience as a Director of Racquets in a private club setting or a seasoned head professional looking to advance his/her career from a high performing club.

A minimum of 5 years of progressive leadership/racquets management experience in (preferably) a private member-owned country club with multi-dimensional operations, or leading racquets operations outside of the club industry in a similar hospitality operation. A resume indicating 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.

Qualifications, Experience and Personal Attributes

- History of innovation and a champion of new ideas and initiatives; looking to consistently improve member experiences and operational efficiency.
- Strong operational management record.
- Mentor to his or her staff.
- 5.0 tennis playing competency or above.
- Industry talent leader (can assemble high-performance and talented team who work well together).

EDUCATION AND CERTIFICATION

The ideal candidate should have earned a college degree and ideally hold certifications with PTR/PPR/RSPA. Ideal candidates have attained or enrolled in the DORS "Director of Racquets Sports" program by the University of Florida certified through the PTR and RSPA.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including association membership. *Salary Range: \$100,000 - \$110,000 plus performance-based bonus and commissions*

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 the **Pinehurst Country Club search committee/Mr. Trey Bayliss Chief Executive Officer**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why PCC and the Denver area will benefit you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Wednesday, July 16, 2025. Candidate selections will occur in late July, with interviews in early August. The new candidate should assume his/her role in September.

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

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - Pinehurst Country Club "

(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 Katy Eliades: katy@kkandw.com

Lead Search Executive:

Len Simard, PTR, PPR Professional, RSPA Master Professional, USTA Life Member
Search & Consulting Executive

O: (833) KKW-HIRE, ext.718

M: (407) 463-8923

len@kkandw.com