



South Carolina

18 Woodcross Drive
Columbia, SC 29212

Position Description

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| Title: | Director, Adult Programs |
| Reports to: | Executive Director |
| Status: | Full Time |
| FLSA: | Exempt |
| Work Location: | Columbia, SC |

Job Summary/Purpose

To promote and develop the growth of tennis by directing all aspects of the Adult Programs menu - Leagues, Social Tennis Programs, Tennis Apprentice Programs and other play opportunities. Working with the Local League Coordinators, facilities, and other tennis providers to create new and innovative opportunities for adult play while enhancing and expanding established programs.

Duties and Responsibilities

Program Management:

- Direct operational efforts and oversee aspects of all Adult Programs – Leagues, Tennis Apprentice, Serve Rally and Pour, Tennis Connect and other programs as needed, created and established
- Direct the administrative aspects of all Adult Programs and services
- Serve as staff liaison to all state committees and sub-committees pertaining to Adult Programs – attending and representing USTA SC at all STA and USTA functions as assigned
- Supervise the NTRP/DNTRP process, monitor all League team rosters as needed and act as the lead TennisLink technical support for the state
- In conjunction with the local league coordinators, develop, maintain and distribute all state rules and regulations in adherence to all established USTA and STA rules
- Follow any and all policies and procedures set forth by USTA, STA and USTA SC – regarding all rules, appeals and grievances
- Create a standard operating procedure manual for all aspects of the department



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Program Growth:

- Oversee the development and growth of all Adult Programs
- Increase adult participation in SC, by creating innovative programs, community outreach with energy and efforts directed to overall growth
- Design and create new opportunities for play – Leagues, events, and pilot programs that will connect and engage the adult participant – creating memorable experiences
- Coordinate efforts to determine the best methods for reaching your audience and creating demand – taking tennis to them
- Direct promotional efforts, in conjunction with the marketing department, develop and implement a promotional campaign to gain new participation and areas of opportunity
- In conjunction with the community tennis department, develop relationships with new and existing stakeholders – facilities, Parks and Rec sites, CTA, corporations, local businesses and associations – to encourage expansion and growth

Customer Service/Program Coordinator Management and Interaction:

- Collaborate with Local League, Social League and Tennis Apprentice coordinators and other organizers to grow and enhance all programs and offerings
- Conduct annual workshops for Local League Coordinators and others as needed – to disseminate information, enhance knowledge and strategically plan
- Attend League Captains' meetings throughout the year, as needed
- Conduct Town Hall meetings to create new programs, recruit new players and engage new volunteers – invest time in the cities, towns and neighborhoods
- Advise and support all coordinators, providing the tools to run successful programs
- Create a TennisLink Technical Support team
- Be available for players' concerns, questions or in some cases compliments
- Create a quarterly survey system to allow for player and coordinator feedback

Fiscal Management:

- Prepare and manage a yearly budget for the Adult Programs department
- Produce monthly statistical analysis of program participation, pilot program results and player survey information
- Produce monthly receivables reports and expense reimbursements based on TennisLink

Event Management:

- Coordinate and direct all aspects of the State League Championships
- Organize and conduct state events as needed and created to increase Adult Program participation
- Organize local social play events and learn to play events, in conjunction with local providers, corporations and developed contacts



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Qualifications

- Excellent customer service skills required
- Excellent organizational and time-management skills required
- Excellent written and oral communication skills required
- Highly motivated self-starter, enthusiastic personality required
- Tech skills up to date – Microsoft Office knowledge required
- Conflict management experience a plus
- Knowledge of tennis, TennisLink and USTA programs preferred

Required Education and Experience

- Bachelor's degree required
- 2 plus years of customer service experience required
- Association program experience or event management experience a plus

Work Environment

This position operates primarily in an office setting. The position routinely uses standard office equipment such as computers, phones, photocopiers. At times this position will be offsite at meetings, events and championships.

Physical Demands

This position requires the ability to be mobile, to be able to stand for some periods of time while offsite and to occasionally lift 10 to 20 pounds.

Travel

This position requires travel included but not limited to championships, meetings and workshops with some requirement of overnight travel. This position requires a valid driver's license.

Supervisor Responsibilities

Currently there are no direct reports to this position.