

**USTA/MIDWEST SECTION**  
**Submission Deadline: November 30, 2018**  
No Inquiries Please

**TITLE:** Tennis Service Representative (TSR),  
Chicago South Side/Northern Indiana

**FLSA STATUS:** Exempt

**REPORTS TO:** Director of Community Tennis and USTA Chicago and USTA Northern Indiana District Executive Directors

**LOCATION:** Employee must reside on the Southside of Chicago or Northern Indiana.

**WORK SCHEDULE:** Monday – Friday 8:30 a.m. to 4:30 p.m.  
Significant evening and weekend work required.  
Normal work week is 45 - 60 hours

**OVERVIEW OF THE USTA/MIDWEST SECTION**

The USTA/Midwest Section exceeds 60,000 individual and 745 organizational members. It is the second largest section of the United States Tennis Association, the National Governing Body for tennis in the U.S. The association is comprised of 13 districts in the following states: Illinois, Indiana, Michigan, Ohio and Wisconsin as well as designated counties in West Virginia and Kentucky. The USTA/Midwest Section offers recreational and competitive tennis opportunities for individuals of all ages and abilities. For more information, visit the USTA/Midwest Section at [www.midwest.usta.com](http://www.midwest.usta.com).

**SUMMARY OF FUNCTIONS:**

The primary focus of the Tennis Service Representative (TSR) is to work in partnership with the District(s) that is/are located within his or her designated territory to reach the goals set for that year. The TSR will work in coordination with the District to become the trusted resource for tennis while upholding the mission of the USTA/Midwest Section to innovate, promote, and grow the game of tennis within a designated region.

This position will also assist in creating an environment where all people are represented and served. The TSR is required to provide exemplary customer service, implement events and achieve designated goals.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Conduct meetings with tennis providers and organizations designed to increase tennis participation with a focus on the goals of the District and Section.
2. Support tennis within the USTA/Midwest Section's Chicago and Northern Indiana District(s). The USTA/Midwest Section's Director of Community Tennis in conjunction with the District Executive Director will prioritize the TSR's efforts. Your primary customers are the District Executive Directors in Chicago and Northern Indiana.
3. Align, advocate and support the District(s) in the designated territory on how to best help achieve their goals.
4. Responsible for in-depth program development, on-court coach development, and program implementation that lead to attracting and retaining more players.
5. Work with and assist the District by organizing, promoting, conducting and facilitating junior and adult events, programs and activations, such as but not limited to, single day showdowns, team challenges and adult activations.
6. Promote all programs and events to area tennis facilities, community tennis associations, schools, park/recreation organizations, coaches and organizations that will help achieve the goals of the District and Section.
7. Provide clients with relevant program information, marketing materials, grant information and other resources as needed and requested.
8. Conduct Net Generation School In-services and Net Generation Community and Midwest Youth Team Tennis trainings.
9. Train, guide and educate Midwest Youth Team Tennis program coaches for exceptional program quality through volunteer trainings.
10. Lead Midwest Youth Team Tennis by example on how to lead on-court activities, coaches meeting and interacting with parents to answer questions and educate them on the program.
11. Assist with the sales, promotion, registration and implementation of the USTA Net Generation initiatives that leads to educating providers and consumers on the youth brand.
12. Work in positive and cooperative manner with other staff (District, Section, and National) and volunteers.
13. Represent the USTA/Midwest Section by attending, coordinating and/or delivering workshops, special events, conferences and booth duties designed to strengthen the delivery system and that lead to the achievement of goals as outlined by the Districts and the USTA/Midwest Section.
14. Responsible for administrative reporting, phone calls, data entry, conference calls, webinars and trainings associated with making this position successful.
15. Extensive travel is required.

16. Various other job duties as required.

### **SPECIAL PROJECTS:**

1. Work with and align with District to strategically identify and determine the best geographic areas for growth of both adult and junior participation within territory.
2. Present at SHAPE, AHPERD, USPTA/PTR, and Park/Recreation State, District and Regional Conferences and Workshops.
3. Assist with the USTA/Midwest Section Championships when requested.
4. Assist with booth duties at professional tournaments (when applicable).
5. Attend District Board of Directors' and other meetings as required.
6. Attend USTA/Midwest Section meetings and training workshops.

### **ORGANIZATIONAL RELATIONSHIPS:**

#### **Within the Company Interaction:**

Program support & information, exchange of ideas, grant information, media relations, and marketing up to 15-40% of total working hours.

The TSR reports to the USTA/Midwest Section's Director of Community Tennis. This position will work in cooperation with the District Staff, Midwest Section Staff, the USTA National Staff and volunteer network.

#### **Outside the Company Interaction:**

Customer base, program support, grant information, marketing, implementation of adult and junior programs/events up to 60 – 85% of total working hours

Positions – The TSR will build relationships with leaders at schools, park and recreation organizations; service organizations, tennis facilities, professional tennis associations, and non-tennis entities. Through these relationships the TSR will grow the game in ways that that lead to the achievement of goals as determined by the Districts and the Section.

### **ESSENTIAL PHYSICAL REQUIREMENTS:**

#### **Physical Effort - Working Conditions/Environment**

#### **Physical Activity - Amount of Time**

Stand - Under 1/3

Walk - Under 1/3

Sit - 1/3 To 2/3

Use hands to finger, handle, or feel - 1/3 To 2/3

Reach with Hands and arms - Under 1/3

Climb or balance - Under 1/3

Stoop, kneel, crouch, or crawl - Under 1/3  
Talk or hear - Over 2/3  
Taste or smell - NA

### **Lifting Requirements - Amount of Time**

Lifting - Up to 50 pounds - Under 1/3

### **Environmental Conditions - Amount of Time**

General office environment  
Outdoor weather conditions

### **TRAVEL**

Travel required: 70% of time around geographic territory, 30% overnight stays  
Travel destinations: Around geographic territory and other locations as requested.

### **QUALIFICATIONS**

- Four-year college degree required
- Sports Marketing, Management, Business, or Sales degree is preferred
- Minimum of 5 years of experience in the Tennis Industry is required
- Computer experience in Microsoft Office products is required
- Excellent Communication skills, both verbal and written
- Highly motivated self-starter, enthusiastic personality with the desire, enthusiasm and passion to promote and grow adult and youth tennis.
- Ability to multi-task and work independently, required
- Ideal candidate will be flexible and adaptable to changing situations
- Excellent presentation skills
- Must be able to travel extensively and work numerous weekends and nights as required.
- Tennis knowledge
- On-court presentation experience is preferred
- Experience in sales is preferred
- Experience teaching and playing tennis
- USPTA certification is preferred
- Tennis club experience is preferred
- USTA volunteer experience at any level is preferred

### **COMPENSATION PACKAGE**

- Salary to commensurate with experience
- Medical and dental insurance
- Vacation and sick time
- 401k
- Travel and job-related expenses

Resumes with cover letters accepted through **November 30, 2018**.  
Please send resume to <https://ustamidwest.bamboohr.com/jobs/>

Reviewed by

Chief Executive Officer and Chief Operating Officer of Community Tennis

*Disclaimer: This information is intended to describe the general type of work and level of the position. It is not an exhaustive list of all duties and responsibilities required for the position.*

*The USTA/Midwest Section is an Equal Opportunity Employer*