



**Community and Shared Services Department
Community Organization Service Representative**

The USTA Texas ("Organization") offices are located in Austin, TX and is a not-for-profit volunteer organization devoted to promoting and developing the growth of tennis in Texas. Since 1895, USTA Texas has been a section of the United States Tennis Association, the governing body of tennis in America. USTA Texas is the third largest of the sections and features a number of tennis programs for juniors, adults and seniors at the beginning, recreational, and competitive levels.

Austin is located in the beautiful "Hill Country" of Texas, and is the fastest growing of the 50 largest US cities and the second largest state capital city in the United States. Well known as the "Live Music Capital of the World," Austin is also home to numerous lakes, rivers, and waterways including Lady Bird Lake and the famous Barton Springs. The "clean-air-city" is also known as the "Silicon Hills" for the influx of high-tech corporations and Fortune 500 companies, but the slogan "Keep Austin Weird" helps to remind us to celebrate and protect the unique local vibe.

As an employer, the USTA Texas offers a vibrant work environment and an inclusive workplace culture that promotes a healthy work-life balance. The benefits package includes full health, dental, life and disability insurance as well as voluntary benefits, 10 official holidays, a comp time program, flex-time options, immediate leave accrual, and 401K contributions.

USTA Texas is committed to developing an inclusive work environment made up of individuals of diverse backgrounds and cultures. USTA Texas is an equal opportunity employer and welcomes applicants without regard to age, race, color, sex (including pregnancy), national origin, disability, religion, marital or parental status, protected veteran status, military status, genetic information, sexual orientation, or gender identity and/or expression. The organization is especially interested in applications from qualified candidates who would contribute to the diversity of all programs.

USTA Texas Home Page: <http://www.texas.usta.com/>

Job Description

The Community Organization Service Representative will support local tennis organizations with organizational and structural needs as well as developing a customized strategic approach to player/consumer engagement. Regular and reliable, non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious, working relationships with others.

Job Duties

- Work directly in the field with key community partners, specifically Community Tennis Associations (CTAs)
- Ensure "Qualified" CTAs comply and align with the USTA Texas Expansion Plan and USTA National Support Funding (NSF)

- Oversee entire CTA Health Index program by administering, scoring, and driving accountability to deliver improved results
- Support CTAs by providing a customized plan for growth in the areas of board/committee development, volunteer recruitment, fundraising, diversity and inclusion, customer/consumer satisfaction, and more
- Create a local strategic approach to improved consumer engagement for each CTA
- Lead, develop, and/or offer on/off court educational opportunities for CTAs and the staff, volunteers, and local providers that operate their tournaments, programs, initiatives (including the coordination of all USTA Coach Youth Tennis workshops)
- Support the CTA advocacy efforts and help build the initiatives of the Texas advocacy committee
- Manage the USTA/USTA Texas tennis court/facility grant projects

Minimum Qualifications

- Earned Bachelor's Degree from an accredited college or university
- Experience working with non-profit, volunteer-based organizations
- Relevant experience in customer care

Preferred Qualifications

- Experience working with USTA, USTA Texas, and/or CTAs
- Background with operating and/or implementing USTA tennis programs

Knowledge, Skills, and Abilities

- Ability to travel approximately 35% of the time including some weekends
- Exceptional communication skills
- "Team-first" mentality

Salary

- Commensurate with education and experience

Application Open Date

- 12/5/16

Application Close Date

- 12/23/16

To apply, please send cover letter/letter of application, resume, salary requirements, and list of 3 references (including Contact Information) to the following:

Mike Carter, Director of Community and Shared Services
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 Austin, TX 78754
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