



Player Services Coordinator (Adult Tennis)

The purpose of this position is to provide STA Adult tennis player base with NTRP expertise and customer service and also to coordinate various projects as assigned by Director of Adult Tennis.

Essential Position Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

National Tennis Rating Program (NTRP)

- Coordinate the DQ/Promotion process by running the NTRP Disqualification Report 3 times per week and notifying State League Coordinators of disqualified players. Responsible for submitting change reporting to USTA national, changing ratings on rosters and communicating with SLCs.
- Emphasize customer service by speaking to players and/or captains on the phone with inquiries and questions, NTRP promotions, grievances, appeals and other NTRP items.
- Evaluate and administer NTRP grievances which include communication with parties involved and notification of NTRP grievance.
- Organize the entire process for Southern NTRP Self-Rate Appeals, which includes but is not limited to research, submission to Self-Rate Appeals Committee and administering.
- Train new Local League Coordinators and State League Coordinators on NTRP via phone call or by hosting NTRP educational workshops.
- Serve as section liaison for all TennisLink-related issues and problems and reach out to the LinkTeam for a resolution.

Adult Tennis Administration

- Serve as first point of contact for general adult league and tournament phone calls and e-mails.
- Organize the Medical Appeals and NTRP Grievance process.
- Coordinate the entire process for Tennis Apprentice, an all-inclusive beginner program aimed at getting to new players to tennis and USTA programming. Identify potential hosts and reach out to them on the benefits of the program.
- Assist Director of Adult Tennis with Adult Tennis meetings, workshops and/or championships.

Other

- Perform other duties as assigned by the Director of Adult Tennis and/or Executive Director.

Competencies

- Excellent communication skills, both verbal and written
- Strong administrative and organizational skills. Ability to multi-task as position will manage several projects concurrently
- Highly motivated self-starter, enthusiastic personality with desire to promote and grow tennis
- Exemplary customer service skills and willingness to go the extra mile to help our players

Required Education and Experience

- Bachelor's degree or equivalent experience.
- Computer experience in MS Outlook, Word, Excel, and Power Point.
- Must be able to travel, work weekends, and work out of the USTA Southern office.

**Preferred Education and Experience**

- TennisLink and/or TDM experience
- Prior NTRP and/or USTA Adult League tennis experience

Work Environment

This position operates in a clerical, office setting. The position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. At times, this position will be offsite at state offices, trainings, meetings and events.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to stand and walk while offsite; use hands to finger and reach with hands and arms. The employee may occasionally lift up to 10-20 pounds.

Position Type and Expected Hours of Work

This is a full-time position. Typical days and core hours of work are Monday through Friday, 9:00 AM to 5 PM but will require hours outside of the core business hours. One hour unpaid lunch break is provided.

Travel

The position requires travel including but not limited to meetings, events and workshops.

AAP/EEO Statement

USTA Southern is an equal opportunity employer.

Supervisor

This position will report directly to the Director of Adult Tennis.

Other Duties

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To apply for the position, please submit resume, cover letter and salary expectations to Chris Walling, Director of Adult Competition & Human Resources, at HR@southerntennis.com. Only qualified applicants will be contacted. Please no phone calls. The position will remain open until filled.