



Tennis Service Representative

The primary focus in this position is to increase participation in tennis by promoting, developing, and servicing tennis programs in a designated geographic area through establishment of strong relationships with the local delivery system including tennis and non-tennis facilities and organizations.

Essential Position Responsibilities

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

- Contact and meet with tennis facility personnel to assess their needs and as necessary, provide information, marketing materials and support for increasing tennis participation at the facility level.
- Solicit local marketing ideas, strategies and PR support to tennis facilities.
- Provide knowledge to facility operators of key national, section and state specific programs in designated geographic areas.
- Coordinate with state and local personnel with area wide promotions designed to increase the number of new players and frequent players within designated area.
- Submit updated goals and activity reports to the USTA Southern Director, Tennis Service Representatives, and State Executive Director as required.
- Maintain regular contact with State Executive Director as required.
- Work in a cooperative manner with USTA Southern Section, State, Community and National staff and volunteers.
- Actively promote tennis opportunities for multicultural participants, instructors and volunteers.
- Collaborate and work in conjunction with the USTA Southern State Staffs, USPTA, PTR, TIA, NIRSA, community leaders, local volunteers, local tennis facility owners and managers, Park and Recreation leaders, USTA School Tennis and After School Tennis Administrators, USTA Team Tennis Youth and Collegiate Administrators, CTA Administrators, and other organizations who share similar interests.
- Support the Mission and Strategic Plan of USTA Southern.
- Perform other duties as assigned by supervisor and/or Executive Director.

Competencies

- Presentation skills, particularly to community groups and tennis facilities
- Excellent communication skills, both verbal and written
- Highly motivated self-starter, enthusiastic personality with desire to promote and grow tennis
- Exemplary customer service skills

Required Education and Experience

- Bachelor degree or equivalent work experience
- Strong administrative and organizational skills
- Advanced computer experience in MS Outlook, Word, Excel, Access, PowerPoint
- Ability to work well with others

Preferred Education and Experience

- Tennis background and USPTA / PTR Certification desired
- Current knowledge of USTA programming

**Supervisory Responsibilities**

This position currently has no direct supervisory responsibilities.

Work Environment

In office, the position operates in a clerical, office setting. The position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Frequently, this position will be offsite at facility meetings, conferences, tournaments, events and workshops.

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.

Travel

The position requires frequent travel including but not limited to state office visits, facility meetings, conferences, tournaments, events and workshops and will include a travel budget. The current geographic territory for this position is the state of North Carolina.

AAP/EEO Statement

USTA Southern is an equal opportunity employer.

Classification

Exempt

Supervisor

This position will report directly to the Director, Tennis Service Representatives.

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, activities and/or geographic territory 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.*