

# CLUB MANAGER at Central Park Tennis Club

Central Park Tennis Club seeks an experienced manager to lead a busy nonprofit tennis club in Kirkland, Washington. The Club manager will be responsible for the daily operations of the club and will work to foster its future success by creating an exceptional member experience and healthy workplace culture. With its 12 indoor and 6 outdoor courts, along with clubhouse, fitness area and swimming pool, Central Park has offered members of all ages and skill levels a friendly and comfortable place since 1972. Learn more about us at [www.centralparktennisclub.com](http://www.centralparktennisclub.com).

## **Our ideal candidate will**

- Engage members with confidence and integrity to support Central Park's sense of community. Ensure that it continues to be a fun, welcoming and rewarding place to play.
- Create an environment in which the club's pros and staff are inspired to work and grow to their potential.
- Understand and work to maintain the club's sound financial position with resourceful ideas for future growth.
- Ensure the health of the club's facilities with attention to detail.
- Ability to multitask in a fast-paced environment and willingness to jump in wherever the member experience requires.

## **Responsibilities include:**

### Business management:

- Develop and implement annual budget, together with Board of Directors and Finance Committee.
- Monitor financial health, including adherence to budget through expense control and revenue growth. Prepare and present monthly reports to Finance Committee and Board of Directors.
- Understand and report on key performance metrics, such as membership trends and participation in programs and socials. Create strategies for improvement and growth.
- Manage contracts with a variety of vendors, such as landscaping, cleaning and insurance.

- Manage Club accounts according to established procedures and manage status of any delinquent accounts.
- Maintain proper financial records as required by the Club and/or regulatory bodies.
- Provide necessary assistance to contracted CPA in annual financial review and tax preparation.

#### Operations management:

- Develop an Annual Business Plan for Board of Director approval.
- Oversee club management software program.
- Ensure club policies and procedures create effective day-to-day operations.
- Work with Program Director, Membership Director and member committees to develop excellent tennis, fitness and social programs.
- Work with Program Director and member committees to host exciting events, such as the Washington Senior Open tennis tournament.
- Understand industry trends for tennis clubs to make sure Central Park continues to appeal to current and future members.

#### Staff management:

- Implement and manage all human resource policies. Maintain employee handbook.
- Maintain accurate job descriptions for all Club staff and update, as needed, the Club's organizational chart.
- Recruit, train and supervise all staff.
- Develop program goals and ensure accountability in meeting them.
- Conduct regular performance review of staff. Help create opportunities for professional growth.

#### Member service management:

- Foster a friendly and welcoming environment at the club and ensure that club staff and members do the same.
- Maintain presence and visibility in Club by active involvement. Respond to member communications promptly and professionally.
- Continually improve member engagement with appealing programs and services.
- Work with Administrative and Membership Director to effectively attract new members and grow revenue.
- Participate in Board of Director and all member governance committee meetings. Make recommendations to committees to improve Club operations.
- Ensure member adherence to Club policies.
- Be ready to fill in when needed. Some weekend and evening time will be required.

### Facility Management:

- Ensure Central Park facilities are in excellent operational condition and maintained to the highest standard of safety and cleanliness.
- Inspect facilities and equipment regularly. Create and implement maintenance schedule for facilities and equipment, together with the Facilities Committee.
- Work with vendors and facilities crew to carry out repairs and maintenance.

### Hours and Compensation:

This is a full-time, salaried position without the possibility of remote work. Hours will be flexible based on club needs, including some weekend and evening time. Benefits include annual bonus program, health insurance, paid time off and 401(k). Relocation negotiable.

Salary range: \$100,000-\$140,000.

Start Date: As soon as available.

### Qualifications:

#### Education and experience:

1. Bachelor's degree in business, sports or hospitality management preferred.
2. 5+ years' experience in operations, facilities and financial management.
3. Experience as a manager of tennis or other member-owned club preferred.
4. Certified Club Manager (CCM) a plus.

#### Demonstrated Abilities:

1. Firm understanding of business/non-profit financials and accounting.
2. Excellent customer service and communication skills.
3. Proven experience leading a diverse staff of professionals.
4. Working command of relevant computer software (club management platforms, Quickbooks, Microsoft Office, Google Docs), online marketing techniques.
5. Comfortable with public speaking, meeting facilitation, presentations and business writing.
6. Experience with USTA leagues and tennis tournaments a plus.

## **To Apply**

Email the following to [resumes@centralparktennisclub.com](mailto:resumes@centralparktennisclub.com), with subject line “Club Manager Application”:

- Cover letter outlining your qualifications and interest
- Resume
- Professional references