



## **Tahoe Donner Association Job Description**

**Job Title:** Tennis Pro Shop Coordinator  
**Job Code:**  
**Department:** Tennis  
**Reports To:** Director of Tennis  
**Class Code:**  
**FLSA Status:** Non-exempt  
**Salary Level:** Hourly 15  
**Pay Range:** \$19.10 – \$26.26 per hour + commission + stringing  
**File Name:** Tennis Pro Shop Coordinator.doc  
**Prepared Date:** revised on 8/27/21, updated 5/8/22

### **SUMMARY**

Under the direction of the Tennis Director, the Tennis Pro Shop Coordinator is responsible for leading, supervising, and implementing all Tennis/Pickleball pro shop related policies, procedures and staffing. This is to include pro-shop inventory merchandising, sales and restocking. Pro shop staff hiring, scheduling, and supervising. It will also include racket stringing, customer and staff education on all clothing and equipment that Tahoe Donner provides for sale or rent, clinics, lessons, special events and tournaments. The Tennis Pro Shop Coordinator is the authorized supervisor in charge of the Tahoe Donner Tennis Center pro shop. The Tennis Pro Shop Coordinator is responsible for the day-to-day operation, scheduling of courts, coordination, and safety of the members and guests who participate in accordance with Tahoe Donner policies, procedures, including any relevant federal, state, and/or regional legislation, policies, and procedures. The Tennis Pro Shop Coordinator will both lead and actively participate in the pro shop operations. The Tennis Pro Shop Coordinator will be responsible for staff scheduling and ensuring that staff is respectful of members, guests, and that equipment and facilities are clean, safe, and well maintained. The Tennis Pro Shop Coordinator will monitor and record the numbers of participants in the program, and all expenses, and any information, as required. The Tennis Pro Shop Coordinator is responsible for keeping current, accurate, and confidential participant information. The Tennis Pro Shop Coordinator will manage the pro shop, make reports on expenditures and revenues and supervise the pro shop staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

The Tennis Pro Shop Coordinator will work up to 40 hours per week inside the tennis pro shop.

The Tennis Pro Shop Coordinator will schedule themselves and the pro shop staff (not to include the junior tennis program/instructors).

The Tennis Pro Shop Coordinator will be responsible to create the monthly court scheduling calendar in conjunction with the Junior and Adult Tennis Coordinators.

Execute court maintenance, including court washing, light repair work of windscreens, nets, trash receptacles, benches and any other tennis/pickleball equipment. Maintain a high level of cleanliness throughout the pro shop/lounge/bathrooms/breezeway/patio and deck. Set and supervise cleaning schedules. Set and supervise safety meetings and all other required training per association/county/state and national mandates.

Hire, train, supervise and schedule staff of pro shop hosts and coordinators. Evaluate and continue to train staff with the latest customer service techniques and provide feedback to staff for positive and constructive elements of their job performances.

Establish, maintain, and continuously upgrade training plans for an accurate/timely and professional pro shop. Evaluate staff and create a performance-based set of criteria to allow staff to improve and progress. Create a list of criteria that staff are encouraged to focus on to allow them continued success in the pro shop.

Provide constant feedback to the Director of Tennis about all facility needs including cleaning supplies, rental equipment, retail merchandise, court equipment and all operating supplies. Provide a continuous update of court usage, play day participation, options for growing or adjusting programs and all advertising needs and ideas to continuously make aware the tennis program to our members and guests. Provide the Director of Tennis with evaluations of staff during and at the end of their employment.

Provide excellent customer service to customers, employees and business partners.

Assist members and guests with information about Tennis Programs and activities.

Assist in cleaning the courts, storage sheds and any areas of the tennis facility as needed. Participate with set-up and dismantling program props, signs, and other equipment as needed. Clean and maintain tennis area, supplies and equipment.

Maintain current knowledge, implement, and enforce Association rules, regulations, policies, and procedures.

## **QUALIFICATIONS**

To perform this job satisfactorily, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) and one to two years related experience and/or training in recreation, and/or tennis industry; or equivalent combination of education and experience.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Requires current Cardiopulmonary Resuscitation (CPR) and First Aid certifications and AED training and USPTA/PTR Certification.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Effectively communicate with members and all patrons based on knowledge of all Junior Tennis programs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; and communicate. The employee frequently is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to wet and/or humid conditions. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and risk of electrical shock. The noise level in the work environment is usually moderate.

**COMMISSION LEVELS**

Tennis Pro Shop Manager will receive a 3% seasonal bonus on all retail sales after the cost of goods sold is factored.

This bonus structure is subject to change at the beginning of each season.

By signing below, I acknowledge that I have received and read the above job description.

\_\_\_\_\_  
EMPLOYEE NAME

\_\_\_\_\_  
EMPLOYEE SIGNATURE

/\_\_\_\_\_  
DATE