**Position Description**

Position: Director of Racquet Sports Operations

Reports To: Director of Operations, Sedge Village

**Property Description:**

Sand Valley is a golf resort and community settled gently upon 12,000 acres of rugged, pre-historic sand dunes in central Wisconsin. As Sand Valley, residents and guests alike will find five world-class golf courses built in harmony with the land, friendly and welcoming hospitality, and a community of golf and outdoor enthusiasts who have been drawn to the raw beauty and serenity of the vast Wisconsin Wilderness. Sand Valley is growing and has four dining outlets, several on course grab ‘n go locations along with a growing cottage dining program. Currently, four additional outlets are in the various stages of planning.  Much like other Dream Golf properties, such as Bandon Dunes Golf Resort, Sand Valley showcases golf as it was meant to be.

Sand Valley gives guests a flavor of the region through farm-to-table culinary experiences, year-round outdoor adventures, such as fat-tire biking, hiking, and fishing, unrivaled grass court tennis, and one of the very best golf experiences in the Midwest.

Opening in Spring 2024, The Tennis Center is adjacent to the resort’s new 16 grass tennis courts and features ample outdoor seating overlooking the grass courts and the 18th hole of Sedge Valley. Inside, Guests can relax and recover with food and drink at The Gallery, a bistro-style Italian restaurant. The Gallery overlooks an unexpected example of the rich history of tennis: the eleventh Court Tennis facility in the United States. The Tennis Center will also feature a fully stocked pro shop.

Through the growth and development of Sand Valley the lodging accommodations will increase to 235 rooms for our guests’ visits and a projected number of employees to exceed over 700 employees.

**Position Summary:**

The Director of Racquet Sports Operations will lead a growing racquet operation while having the opportunity to drive significant impact through program growth, promotion, leadership, and refinement. A dynamic, positive, and innovative approach to Sand Valley’s racquet sports and event planning is essential in delivering the best experience for our guests.

The Director of Racquet Sports Operations will play a key role in enhancing the overall experience by organizing events, supporting room revenue growth, designing, planning, and implementing programs while maintaining top-notch facilities. This position will function from within the new Tennis Center complex structure of 13,000-square-feet. Future growth may include Platform/Paddle Tennis offered to our guests during the winter, spring and fall seasons along with Padel Courts for the summer.

**Primary Duties and Responsibilities:**

* Establishes all operational procedures for tennis reservations, instruction, maintenance, and merchandise.
* Formulates an annual events calendar that is considerate of other resort events and Sand Valley amenities.
* Organizes, schedules, promotes, and manages tournaments, tennis clinics, special events and other

racquet-related events to maximize access to and for the enjoyment of the Racquet complex for our guests.

* Provides beginner through advanced instruction and programs (private and group) for all levels and ages of players.
* Handles tennis instruction inquiries, bookings, and collection of fees. Maintains timely communication of emails as needed. Resolves guest issues concerning reservation.
* Builds and maintains an accurate customer database.
* Builds relationships with partner associations and key commissioners through lead tracking, meetings, and onsite interactions during planned site visits.
* Hires, trains, promotes, and disciplines all tennis ball people.
* Ensure proper inspection of the courts/equipment daily prior to the start of play and ascertain that all necessary maintenance has been performed and the courts are in a safe working order. Reports any maintenance problems to the appropriate Grounds Manager and Facilities Manager.
* Monitors court usage including special events, clinics, and lessons
* Assists the sales/marketing teams with event content and editing all tennis-related news for newsletters, company website, and campaigns.
* Schedules meetings with Director of Residences, Facilities & Lodging to provide direction of short-term and long-term tennis plans and to discuss operational improvements.
* Collaborates with staff members that may include but is not limited to tennis instructors, pro shop staff, maintenance staff, reservations and groups staff, and marketing staff to coordinate jobs to be performed in conjunction with the tennis department.
* Reviews financial reports to assist with the annual operating budget and capital requests with input from upper management.
* Enforces all resort policies and procedures while maintaining a productive, supportive, and friendly work environment.

**Qualifications:**

* College degree preferred.
* 2 years applicable functional and/or management experience.
* Credentialed USPTA Professional, preferably an Elite Professional
* Familiarity with the American Platform Tennis Association (APTA), either certified or working towards certification
* Minimum requirement level of a 4.0 USTA rating.
* Court Tennis experience is preferred.
* Extensive teaching and playing experience.
* Demonstrated quality written, verbal and interpersonal communication skills.
* Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.

**Supervises:**

Ball Persons and Tennis Staff

**Classification:**

Full-Time Regular, Salary, Exempt

***Sand Valley LLC is an Equal Opportunity Employer***