

# TENNIS PROFESSIONAL

OSTEN & VICTOR ALBERTA TENNIS CENTRE



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CALGARY, ALBERTA  
(587) 393-1600

[www.albertatenniscentre.ca](http://www.albertatenniscentre.ca)

## POSITION OVERVIEW

The Tennis Professional must have a comprehensive and diverse skill set and he or she has considerable experience in the areas of junior development, junior and adult programs and event management. The Tennis Professional will work closely with the Tennis Director and Head Tennis Professional to deliver success on and off the court and it is anticipated that the successful candidate will work closely with Tennis Canada and Tennis Alberta to grow the game of tennis in Calgary and throughout the province.

Reporting directly to the Tennis Director, the Tennis Professional will be responsible for implementing the Tennis Centre's development plan in conjunction with the Tennis Director and will coordinate programs, working with the coaching staff to ensure progression of adult and junior players in various programs ranging from beginner to advanced levels. This position may also include teaching clinics, running adult and junior leagues, assisting, organizing and attending social events, preparing records and reports and promoting the game of tennis at the Centre.

The Tennis Professional will be expected to have excellent organizational & interpersonal skills and a strong working knowledge of Tennis Canada and Tennis Alberta development programs.

This position requires flexible work hours, including evenings and weekends, according to program or event needs.

The Centre will offer a competitive hourly rate and benefits. The successful candidate will be a full-time employee of the **OSTEN & VICTOR Alberta Tennis Centre**.

### KEY ROLES & RESPONSIBILITIES INCLUDE:

- ★ Teach private lessons, camps, junior and adult group clinics as required.
- ★ Assist in delivering adult leagues and programs.
- ★ Perform all administrative duties required for areas of responsibility.
- ★ Assist with delivering Alberta Tennis Centre schools program.
- ★ Assist with helping out of the National Bank Calgary Challenger.
- ★ Participate in junior and adult social events as required
- ★ Assist in the running of Club Championships in conjunction with the Tennis Director as required
- ★ Assist in the running of one family event (Mother /daughter, etc) per year
- ★ Attend program meetings and assist with program development.
- ★ Be aware and adhere to the Centre standards for the tennis facility
- ★ Be aware of and enforce Tennis Centre and Health & Safety policies. All employees have a responsibility to ensure that the centre is a healthy and safe environment. Employees must:
  - Work in compliance with the Occupational Health and Safety Act regulations and the Centre's Health and Safety policies and procedures.
  - Use or wear any equipment, protective devices or clothing required by the centre.
  - Report to your manager/supervisor any known equipment or protective device that may be dangerous, missing, or defective.
  - Report any known workplace hazard or violation of the Act or regulations to your manager/supervisor.
  - Report all accidents, illness, or "near miss" incidents to your manager/supervisor immediately.
  - Do not remove or disable any protective device.
  - Handle hazardous substances according to the Workplace Hazardous Materials Information System regulations.
  - Work safely and not use or operate any equipment in a way that may endanger any worker.
  - Do not engage in any prank, contest, feat of strength, running or rough and boisterous conducts which may jeopardize their safety or the safety and well-being of others.

- Work in compliance with the OSHA, specifically section 28.

## **REQUIRED QUALIFICATIONS**

- ★ Minimum Tennis Canada certified Club Pro 1 or candidate or (International Equivalent)
- ★ University or College degree in Sport Science, Physical Education or equivalent is considered a strong asset;
- ★ Minimum 3-5 years of experience in the Tennis industry
- ★ Strong understanding of Long-Term Athlete Development (LTAD) and Tennis Canada Tennis Development Pathways and programs
- ★ Excellent interpersonal & communication skills
- ★ Strong organizational skills
- ★ Minimum 4.5 current playing ability
- ★ First Aid certification, Criminal Record Check required
- ★ A strong relationship builder and team player
- ★ Strong understanding of national and international tennis development trends

## **OTHER ROLES & RESPONSIBILITIES INCLUDE:**

### **CUSTOMER SERVICE & RELATIONSHIPS**

- Provide and maintain superior customer service to members and guests in the overall delivery of the tennis program;
- Build and maintain positive working relationships with staff, members, guests as well as external organizations and partners (i.e., Tennis Canada, Tennis Alberta, Schools and other facilities);
- Ensure excellent program & member retention program whereby members and non-program participants are retained through superior customer service, excellent programming and ensuring a positive tennis experience;
- Ensure new & existing members get integrated into club programs, activities and general play;

### **PROGRAMMING**

- In collaboration with the Tennis Director, Head Tennis Professional and Club Management assist in the design, development and implementation of the Centre's Tennis Development Pathway for junior and adult players;
- Serve as an on-court coach in the Adult and Junior Program as scheduled by the Tennis Director and/or Head Tennis Professional.
- Work in collaboration with the Tennis Director to design, lead and oversee the creation of all tennis department literature, lesson plans, evaluations and surveys for member and non-member programs and activities;
- Provide on court supervision & mentoring of fellow tennis professionals in the adult and U12 and 13+ program pathway(s);
- Assist in the development of high-quality annual member and non-member social, competitive and instructional programs for all adults and levels of play;
- Assist in the evaluation of junior and adult tennis programming on an annual basis. Make recommendations to the Tennis Director to improve service or programming;
- Participate in other club activities such as School Tennis Programs, Summer Camps and special events

### **MARKETING & PLANNING**

- Assist in the marketing and advertisement of the overall tennis program & activities at the club;
- Prepare written articles and video content as required for the club's website, newsletters and other marketing vehicles;
- Create a positive image within and outside the tennis community;
- Promote and publicize the club and its programs to the fullest extent in order to fill all programs and activities and to attract new members;
- Assist the Tennis Director & CEO in the creation and maintenance of a tennis department operating plan which aligns with the club's strategic plan, mission, vision and values;

### **EVENTS & SPECIAL EVENTS**

- Assist Tennis Director and Club Management to attract and host provincial, national and international tennis tournaments for juniors and adult aged players;

- Assist in the creation of member and non-member competitive opportunities (i.e., leagues, ladders and events) to infuse participation;