

Manager, Elmdale Tennis Club

Position Description

Context:

The Elmdale Tennis Club is a community tennis club with approximately 400 members and often offers Summer Camps. The position of Manager is seasonal, requiring full-time (40 hours per week) involvement for six months of the year (mid-April through October) with minimal (five hours or less per week) involvement during the off-season (generally February through March). Club hours fall within the timeframe of 7:00 am to 11:00 pm, seven days per week.

The position operates under the guidance of the Elmdale Board of Directors.

The position is filled on an annual basis.

The salary of the position is in the range of \$18 - \$23 hour, depending on experience and qualifications.

Apply by email: info@elmalde.ca

Role and Responsibilities (General):

The role of the Manager, with the support and guidance of the Board of Directors, is to ensure

- excellent member and camper experience at the Club; and,
- effective operational management of the Club during the season.

The responsibilities of the Manager include, and may not be limited to:

- general supervision of the Club staff (Stewards) as well as providing oversight to the Director of Camp Operations;
- ensuring effective operations of the Club program, including special events, workshops and tournaments;
- overall conditioning of the courts;
- membership and booking system management;
- bookkeeping system management (including payroll, canteen transactions, inventory, etc.)
- maintenance of the Club House and grounds, including equipment and furnishings;
- liaison with the Club Pro(s);
- liaison with the City of Ottawa on an as needed basis for services and repairs;
- liaison with the Club accountant on an as needed basis and with the acknowledgement of the Club Treasurer; and,
- liaison with the Board of Directors on requirements and issues as they arise.

Responsibilities (Specific):

Personnel Management:

- Assist Board of Directors in the hiring of staff, including Stewards and Camp Director.
- Communicate the overall operational plan for the Club's season to the Stewards.
- Explain the duties of their role to the staff hired for the season, as well as expectations for professionalism in the execution of duties (including but not limited to: courteous and clear communication with membership, punctuality, thoroughness and timeliness in the execution of ascribed duties, etc.).
- Provide training to Stewards in their duties including membership interaction, court management, canteen and sales, tournaments and special events, member and sales/bookkeeping systems, enforcement of COVID-related rules, and other responsibilities.
- Provide approved uniform to Stewards; communicate standards for appearance while on duty. Uniform standards are established by the Board of Directors.
- Establish and document work schedules for stewards and communicate these schedules to them, and anyone else affected, with at least one-week advance notice. The schedules should be organized such that there are minimal overtime hours required except in extenuating circumstances.
- Ensure coverage of all shifts for Stewards to provide an appropriate level of staff presence at the Club, taking into consideration special events and tournaments.
- Monitor the work of Stewards, providing verbal feedback on an ongoing basis; as well, encourage Stewards to provide feedback on operations for consideration by you on overall Club management.
- Provide remedial guidance, and as necessary, retraining to Stewards over the course of the season.
- Provide supplemental direction to Stewards, as required, for social events, tournaments, workshops, etc.
- As required, work shifts normally assigned to Stewards, to cover absences including vacations and loss of staff.
- Communicate on an ongoing basis with the Camp Director, to ensure effective operations of the Club for members in conjunction with effective camps through July and August. These communications may include meetings.
- Communicate, at a minimum weekly, with the designated Board member regarding any issues or exceptions with respect to staff behaviour; in the event of disciplinary or other extraordinary requirements, the Board of Directors will assume direct responsibility for necessary actions, keeping the Manager apprised, as appropriate.
- Conduct periodic (e.g. monthly) one-on-one staff reviews with stewards as a time to address any issues or concerns from the Club Manager's view as well as from the steward's

Club Operations:

- Provide ongoing visibility to the Elmdale Tennis Club membership; respond to questions, feedback and observations; and, escalate issues to the Board of Directors as required.
- Manage Club Membership and Booking system, including responding to questions about membership conditions.
- Monitor Club activity for adherence to Club Code of Conduct; escalate all issues to the Board of Directors.
- Communicate (or manage communications) with the membership via appropriate channels (in-person, telephone, email, twitter, Club website) regarding matters of interest, including but not limited to court conditions, tournaments and special events.
- Monitor incoming communications (email, tweets and conventional postal communication) and determine follow-up, including as necessary, the involvement of the appropriate Board member.
- Provide feedback to the Board of Directors on the Club annual budget and plan.
- Oversee weekly round robins, as well as Elmdale tournaments.
- Liaise with the Club Tennis Pro on the use of courts, special events involving the Pro, and other matters.
- Establish seasonal inventory of items for Club operations, including cleaning, canteen sales and court equipment and maintenance; ensure timely acquisition of necessary inventory (see also **Financial Matters**, below).
- Ensure cleanliness and maintenance of the Club House and grounds (see below for **Court Maintenance**).
- Involve the City of Ottawa staff, as required, in Club maintenance, including tree pruning and turning on/off of water.
- Arrange for specialized services, as required, to support Club House and grounds maintenance and improvement.

Financial Matters:

- Implement bookkeeping and point of sale system under the direction of the Club Treasurer.
- Provide training to staff on use of system, as well as Club sales and inventory management and payroll punching in and out for automatic payroll calculation on Point of sale system.
- Pay bills for the Club (ICS, telephone, internet, TV, event invoices, court supplies, etc.).
- Collect all required information from employees for direct deposit payroll for staff members.
- Submit payroll to the Club Accountant and or Treasurer on a biweekly basis; and, ensure staff receive a complete pay record, biweekly, in a timely fashion.
- Make equipment purchases; decisions on equipment purchases over \$300.00 are made by the Board of Directors in consultation with the Manager.
- Communicate with the Club Treasurer on all issues relating to Club finances, including bookkeeping, canteen sales, system operation, inventory management, etc.

Court Management:

- Maintain courts to a high standard.
- Establish schedule for court maintenance.
- Ensure Stewards manage and monitor on-court equipment in support of court maintenance; escalate issues, such as equipment replacement, to the Board of Directors.

Special Events:

- Work with the designated Board member for social events to ensure their success, including
 - planning, scheduling and budgeting;
 - booking as required;
 - advertising;
 - coordination of services and volunteers, as required; and,
 - set up and tear down.

Conditions of Employment:

Prior to 1 May 2021, the Club Manager must provide proof of valid First Aid certification, such as Emergency First Aid CPR A + AED, or equivalent; and, successful completion of SmartServe training.

The Board of Directors will require a Police Check of any candidates considered for employment.