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DIRECTOR OF RACQUETS PROFILE: PORT ROYAL CLUB NAPLES, FL

DIRECTOR OF RACQUETS OPPORTUNITY AT PORT ROYAL CLUB

Port Royal Club (PRC), of Naples, FL, one of the most prestigious private clubs in America is seeking to place a highly capable professional with strong leadership experience as the Director of Racquets (DOR). A positive, innovative, and energetic approach to the Club's programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on competitive, social, and family activities for all levels of players is paramount. The candidate must be able to demonstrate proven written and verbal communication skills. A Visible, outgoing, enthusiastic individual who has authentic enjoyment for member engagement, and providing the highest level of service is critical. The club has 9 hydro-grid sub irrigated courts, pro-shop, viewing areas and a full range of activities for the membership.

[Click here to watch a brief video about this opportunity.](#)

ABOUT PORT ROYAL CLUB

Nestled along the breathtaking waters of the Gulf of Mexico, Port Royal is one of Naples' most treasured neighborhoods. The mission of The Port Royal Club is to be an outstanding family beach club with excellent facilities for dining, tennis, swimming and fitness, which members will be proud to use for their personal and entertainment needs. Residents of Port Royal seek the highest standards of property use and maintenance which can be established in this unique community and no other factor can contribute more to Port Royal's distinctiveness.

Port Royal was mainly developed during the late 1940s and early 1950s. As the namesake of a 17th-century Jamaican port city, which was known for its stunning opulence and almost-unbelievable displays of wealth, this community is now home to many of Naples' most prestigious addresses. The street names in the community – such as Spyglass Lane, Man of War Cove, Galleon Drive and Green Dolphin Lane harken back to days of yore, when rough-and-tumble pirates used the area as safe harbor.

The Port Royal Club, established in 1959, is open only to residents living in eligible homes within the Port Royal community. The club offers several amenities, including dining and entertainment, the capability of accommodating up to 800 people for special events and several health and recreation experiences other than the racquets facility that includes a private groomed beach, heated beachside pool, cutting edge 15,000 sq. ft. exercise facilities featuring group classes and on-site certified personal trainers, physical therapy, spa treatments, and exquisite dining experiences.

The Club is proud to continue its tradition of bringing neighbors, friends, and family together to create memories, a strong sense of community and to enhance the neighborhood. Members enjoy exceptional service and dining experiences that include a la carte, seafood buffets, summer cookouts, creative themed dinners, Sunday brunch and much more. In addition, the club offers music on the beach events, dinner shows, guest and lecture series, fashion shows, car shows, crab fests, and New Year's Eve on the beach with fireworks, just to name a few.

PORT ROYAL CLUB BY THE NUMBERS

- 744 Family Memberships – full capacity with a waitlist
- Gross volume - \$12.1M (Covid) \$14M (Pre Covid)
- Initiation Fee - \$200,000
- Annual dues - \$10,865

- FT Employees in season - 150; FT Employees in racquets - 8
- Average member age: 65
- POS System; Jonas; Court Reserve as the reservation system
- Committees: Board, House, Finance, and Sports/Racquets
- The Club is organized as a 501(c)(7), not for profit organization

PORT ROYAL CLUB WEBSITE: www.portroyalclub.org

DIRECTOR OF RACQUETS POSITION OVERVIEW

Port Royal Club (PRC) is looking for a Director of Racquets (DOR) who will replace a successful, USPTA Master Professional. The new DOR will bring the department to the next level by continuing the traditions of successful programs while expanding adult, junior, social, and competitive activities for its membership.

The DOR position is comprehensive and must ensure successful achievement of the mission and objectives of PRC. The successful candidate will be responsible for overall operation of the Racquets Program, including instruction, pro shop, programming, and staff. The DOR is a highly visible position requiring strong presence, leadership and communication skills with both members and staff. The DOR is expected to be the leader of the Racquets program by passionately promoting the game of Racquets. These traits must resonate through all staff members.

PRC employs a loyal, professional, and accomplished racquets staff and wishes to continue this tradition. The working environment at PRC is one of professionalism and respect, and PRC prides itself on the positive relationships it maintains with its staff. Under the direction of the Sports/Racquets Committee, the DOR administers the policies, procedures, and programs of PRC relating to the racquets department.

The general roles and responsibilities of the DOR will be to deliver a range of services customarily provided by a Master or Elite USPTA/PTR professional. These services will include, but will not be limited to:

Leadership

- Be a passionate ambassador for the racquets department; require the same of the staff
- Assure consistent, highly ethical, efficient, and seamless daily operation of club-wide racquets operations; provide members and guests with an environment that meets the values of PRC
- Oversee departmental programs and services to meet or exceed member satisfaction
- Supervise, lead, and mentor all teaching professionals, pro shop and maintenance
- Ensure the racquets facility and surrounding areas are consistently kept in the best condition possible

Programming

- Organize, schedule, and manage signature events, tournaments, clinics, round robins, social events, and other racquet related activities to maximize members' access to and enjoyment of all facilities
- Create comprehensive events/activities - include social, competitive, and instructional programming for all levels
- Provide organizational and structural support for league team tennis practice and play. Provide a fair and equitable system for teams to be organized and governed

Administration

- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports
- Operate a high-quality merchandise and retail operation in the PRC's Racquets Shop, ensuring product expectations are met
- Conduct regular staff meetings within the Racquets operation to ensure effective communications
- Enforce all PRC's Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by PRC
- Prepare racquets promotional items and event results for PRC's website, bulletins, e-blasts, etc.
- Oversee the annual budget process, monthly financial performance, and weekly payroll management (PRC's racquets budget is approximately \$450,000)

The following positions report to the DOR: three assistant professionals, one Merchandiser, one Pro Shop Manager, one Pro Shop receptionist, one full time and two part time maintenance staff

Instruction

- Develop and implement a teaching philosophy that embraces PRC's values and traditions; incorporate standardized teaching methodologies as appropriate
- Provide an appropriate amount of private and group lessons to both adults and children; oversee lessons taught by all professionals
- Play racquets and pickleball, and provide instruction to members of varying skill levels to encourage skill development and relationship building

Junior Racquets

- Develop and implement a respected junior program that meets the demand of all of the club's junior. Program should be comprehensive, creative, and innovative for all levels of junior play
- Proficient in the "USTA's 10 and Under" initiative on teaching protocol
- Coordinate instruction, competitive playing, and team opportunities for the seasonal junior program
- Administer and coordinate two juniors inter club teams

EXPERIENCE, QUALIFICATIONS AND SELECTION CRITERIA

A minimum of 5 years of progressive leadership/racquet management experience in (preferably) a private member-owned club with multi-dimensional operations, or leading racquet operations outside of the club industry in a similar hospitality operation.

Experience

- Motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism
- History of innovation and a champion of new ideas and initiatives; looking to consistently improve member experiences and operational efficiency
- Verifiable strength in working closely with boards, committees, and other key contributors to developing and executing the club's vision
- Exemplary communication (written and spoken) and interpersonal skills; ability to work with committees
- Proven ability to attract, hire, develop, lead, and retain a high performing team of professionals while setting standards of performance appropriate to perpetuating the traditions and values of PRC
- Exhibit excellent organizational, technological and time management skills
- Running and organizing successful women's, men's racquets team programs
- Developing and staging inter-club events and new member onboarding
- 5.0 racquets playing competency or above

Qualifications and Personal Attributes

- Member focused; delighted to meet the expectations and requirements of members and their guests
- Possess high energy, sense of humor and genuine desire to interact actively with the membership on a professional and hospitable level
- Understands PRC's values and exemplifies PRC's culture
- Strong operational management record
- Knowledge of pickleball program development is ideal
- Entrepreneurial spirit to create new programs while respecting current desires and traditions
- Strong time management skills given broad range of activities and demands
- Comfortable publicly speaking
- Personal character and charisma

EDUCATION AND CERTIFICATION

The ideal candidate should have earned a college degree and ideally hold certifications with USPTA/PTR/PPR/PPTR/PPTA. Ideal candidates are working towards their "On-Line Director of Racquets Certification" by the University of Florida. This certification is endorsed by the USTA/PTR/USPTA.

CLUB COVID REQUIREMENTS

This club does not require staff to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

The club offers a generous compensation package and a benefits package.

INSTRUCTIONS ON HOW TO APPLY

You must apply for this role as soon as possible but no later than Thursday, February 10, 2022. Interviews will occur in early March with the new DOR starting in the spring.

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Jeff Hartigan, GM/COO** and clearly articulate why you want to be considered for this position at this stage of your career and why the Port Royal Club and the Naples, FL area will be beneficial to you, your family, your career, and the Club if selected.

IMPORTANT: Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - PRC"

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

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