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DIRECTOR OF RACQUETS PROFILE: TIMUQUANA COUNTRY CLUB JACKSONVILLE, FL

THE DIRECTOR OF RACQUETS OPPORTUNITY AT TIMUQUANA COUNTRY CLUB

This is a career opportunity for a year-round Director of Racquets at one of America's finest country clubs; Timuquana Country Club in Jacksonville, Florida. The Club is searching for a Director of Racquets who will have the unique opportunity to initiate growth and build an organized, highly functioning, and comprehensive tennis and pickleball program. The successful candidate will be someone who provides great leadership and direction for staff and has exemplary communication skills. The new DOR will have experience in growing engagement and usage of the racquets facilities and leading with a high level of daily visibility and availability to members and staff. Additionally, the successful candidate must have a "can do" attitude in managing the Club's pro shop operations and has an attention to detail that ultimately provides members with consistent, memorable experiences when visiting the Club.

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

ABOUT TIMUQUANA COUNTRY CLUB

Established in 1923, Timuquana Country Club has earned the distinction as one of Florida's premier private country clubs. The Club's classic Donald Ross course boasts 18 holes of tree-lined fairways, tight rolling approaches, and immaculate greens. The routing provides a variety of holes to challenge golfers of all levels. Complimented by the natural scrub and a rolling panorama, the course is a testament to the heritage and tradition of Timuquana golf and the historic Clubhouse nestled on the St. Johns River.

The Club has hosted several USGA Championships including the 2002 Senior Amateur and the 2019 U.S. Women's Amateur Four-Ball. The Club also hosts the Constellation Energy Furyk & Friends Champions PGA TOUR Champions event each October.

The 50,000 sq. ft. clubhouse and supporting amenities includes a recently renovated resort style, heated lap pool with beach entry and casual, riverfront al fresco dining. Additional amenities include 8 Har-Tru Tennis Courts with recently improved LED lighting, floating dock, formal and casual dining, fitness center with spa services, and full-service locker rooms. The Club is working through a comprehensive Facility Master Plan and has completed \$18.5mm in renovations to the campus in the last five years. Future work will include enhancements to the Golf Shop, men's and ladies' locker rooms and men's grill. Plans also include the addition of a golf performance teaching center, fitness expansion, nature trail, and the creation of a new sports complex that will house a new tennis facility with additional courts, pickleball, F&B, and youth activities/summer camp space. Currently, the golf course is undergoing a major restoration with architect Bruce Hepner, with anticipated completion in August. Based on a strong capital dues program and initiation fees, the Club will be completing the facility master plan without assessments to the membership.

TIMUQUANA COUNTRY CLUB BY THE NUMBERS:

- Currently, the Club has 1,100 members in all categories with approximately 700 golf members. The Club is on a 2-year waiting list for membership.
- Initiation Fee - \$40,000 – Regular Member
- Annual Dues - \$10,800 – Regular Member

- The Racquets Department gross revenue is \$465,000
- The Club is organized as a 501(c)(7) and is a not-for-profit corporation
- The average age of the members, at present, is 54 and has trended younger in the past few years
- The Club uses JONAS and the reservation system COURT RESERVE

TIMUQUANA COUNTRY CLUB WEBSITE: www.timuquana.net

DIRECTOR OF RACQUETS – POSITION OVERVIEW

Timuquana Country Club is looking for a highly respected DOR to lead the Club to national prominence. The new DOR will bring the department to the next level utilizing and working beside a superb racquets team. The new DOR will offer unparalleled leadership and mentorship to that same staff and work collaboratively, side-by-side with them daily. The successful candidate will energetically expand adult, junior, social, and competitive programs with an emphasis on developing a comprehensive junior program.

The successful candidate will be responsible for overall operation of the Racquets Program, including tennis, pickleball, 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 program by passionately promoting the game.

The ideal candidate for the DOR will be a Master or Elite USPTA/PTR professional with a pickleball certification strongly preferred. The general roles and responsibilities of the DOR will be to deliver a range of services that will include, but are not limited to, the following:

Leadership

- Be a passionate ambassador for all racquet sports; instilling the same in the staff
- Assure consistent, highly ethical, efficient, and seamless daily operation of Club-wide racquet operations; provide members and guests with an environment that meets the values of TCC
- Oversee departmental programs and services to meet or exceed member satisfaction
- Supervise, lead, and mentor all teaching professionals, pro shop staff, and maintenance staff
- Create clear roles and responsibilities and ongoing professional growth plans for the racquet professionals and shop/retail manager.

Programming

- Organize, schedule, and manage tournaments, interclub teams, clinics, round robins, social events, and other tennis and pickleball related activities to maximize members' access to and enjoyment of the facilities
- Create an annual calendar of events that includes events and activities for adults and juniors to include competitive, social, and instructional programming for all levels, and other events/activities deemed to enhance the racquets experience at the Club
- 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
- Develop a pickleball program to include socials, tournaments and instruction
- Coordinate and operate a junior summer camp for members

Administration

- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports
- Attend all senior staff committee meetings.
- Operate a high-quality merchandise and retail operation in TCC's Pro Shop, ensuring product expectations are met. Utilize industry trends and formulas to ensure superior buying, pricing, merchandizing, mark-downs, special purchases, and customer service is provided

- Work closely with the professional staff and the Club's Communications and Marketing team on effective weekly membership communication and social media posts. Aid in keeping the Club's website up to date with pertinent racquets information
- Responsible for the development of articles for the Club's bi-monthly newsletter, the Timuquana
- Manage all staff scheduling and development
- Conduct regular staff meetings within the racquets operation to ensure effective communications
- Enforce all of TCC's Rules and Regulations governing use of the facilities, equipment, dress code, and sportsmanship as set forth by TCC
- Prepare racquets promotional items and event results for TCC's website, bulletins, e-blasts, etc.
- Oversee the annual budget process, monthly financial performance and weekly payroll management

Instruction

- Develop and implement a teaching philosophy that embraces TCC'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 tennis and pickleball with the membership and provide a limited amount of instruction to all skill levels to encourage relationship building

Junior Tennis

- Develop and implement a high-level and respected junior program that meets the demand of all junior abilities. The Program will include social and competitive activities and be comprehensive, creative, and innovative for all levels
- Proficient in the "USTA's 10 and Under" initiative on teaching protocol and ensure the staff is trained and following protocol
- Coordinate instruction, competitive playing and team opportunities for all juniors

EXPERIENCE, QUALIFICATIONS, CERTIFICATION AND SELECTION CRITERIA

- A minimum of 5 years of progressive leadership/racquets management experience in (preferably) a private member-owned country club with multi-dimensional operations, or leading racquets operations outside of the club industry in a similar hospitality operation.
- A head professional or first assistant at an extremely successful club and racquets program will be considered.
- The successful candidate will possess a high-level of proficiency in both playing and teaching the sport of tennis and pickleball, and ideally has played high level collegiate tennis or greater.
- A resume indicating progressively more responsible positions and demonstrating experience in delivering both group and individual instructional programs to players of various age groups and skill levels. Additionally, the candidate should have a proven track record of high ethical standards.
- The ideal candidate should have earned a college degree and be a USPTA/PTR/PPR certified Professional. The Director of Racquets Certification by the University of Florida in conjunction with the USTA/PTR/USPTA is the preferred certification.

CLUB COVID REQUIREMENTS

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

SALARY AND BENEFITS

The Club offers a generous compensation package that is commensurate with qualifications and experience.

INSTRUCTIONS ON HOW TO APPLY

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. Greg Sheara, GM/COO** and clearly articulate why you want to be considered for this position at this stage of your career and why Timuquana Country Club and the Jacksonville, FL area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than February 6, 2022. Interviews will occur in early March with the new DOR starting in the spring.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Timuquana”

(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

Lead Search Executive:

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