

The **East York Tennis Club** [EYTC] is a seasonal community tennis club with 5 hard courts located in a lovely residential neighborhood in Toronto. The club was first established in 1950. In recent years EYTC has seen a significant growth in the membership and programs. There are more than 400 Adult and 300 Junior members and a waiting list of over 800. The club is looking for a **Club Manager** to look after the needs of the membership, the Pro-team, the Executive and the community. The ideal candidate will be committed to the opportunity to build a strong relationship with the club and work at the club for multiple seasons.

### **Key Responsibilities**

This role is an on-site seasonal full-time role with part-time off-season hours required - work schedule and work hours are flexible and negotiable.

### **General**

- The Manager will report directly to the Club President and will work with the Director of Tennis and Executive committee to offer the membership services required
- The Manager will ensure that all the club operations provide a positive, welcoming attitude and optimum club experience for members
- The Manager will strive to always deliver excellent customer service to all club members and club guests

### **Club Administration**

- The Manager will be responsible for all general club administration including supporting club member check-in, on-line booking queries, ensuring valid court-booking and usage and club guest check-in
- Management and re-direction of club phone messages and returning calls
- The Manager will support the Pro-team with key administrative needs; court cancellations on rain-days
- The Manager will work with the Pro-team and the Executive to create regular reports regarding member activity
- The Manager will support the Executive with the oversight, planning and execution of all procurement for the club and the management of club inventory (wearables, balls, equipment, general supplies), retail sales management – wearables, tennis balls etc.
- Coordination and management of the monthly club expenses and submission to the club treasurer
- Management and submission of the weekly club log on Google docs – activities, issues and other notes are tracked and recorded.

### **Building and Grounds**

- The Manager will be responsible for always maintaining excellent court conditions – overseeing court sweeping and drying with court rollers. This will also include periodic repairs
- The Manager will be responsible for all Club House maintenance including keeping the bathrooms cleaned and maintained, daily club house clean / tidy up and general caretaking, weekly garbage/recycling to the curb – Thursday evenings and working with 3<sup>rd</sup> parties for all repairs in alignment with the Club budget and Executive approval. Club
- The manager is responsible to ensure that the club house is in top condition for members, events and tournaments

### **Event Management Support**

- The Manager shall assist and support the club's social activities under the direction of the Social Director and the Volunteer Director
- The manager shall be responsible for working with the Junior Director in the organizing of Junior social events and must ensure the events run smoothly with the appropriate level of support
- The manager will support the management of supplies for events and support the volunteer event team with refreshments, décor, equipment and 3<sup>rd</sup> party procurement

### **Communication**

- This role will also act as customer service representative at the club to assist with member support and smooth day to day running of the club
- This role will also be required to announce last minute member communications – such as rainouts

### **Timing**

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.

### **Qualifications / Qualities**

- High school diploma
- Strong Interpersonal skills - friendly and professional manner with the ability to problem-solve
- Prior experience in facilities management and/ or hospitality
- Organized and Good attention to detail
- Computer literate

- Oral and written English required
- Tennis knowledge is required
- Willing to roll sleeves up / lean-in attitude
- Valid driver's license a benefit

### **Conditions of Employment**

With EYTC support, the Club Manager role is expected to achieve valid First Aid certification, such as Emergency First Aid CPR A + AED, or equivalent and undergo a Police Check / Vulnerable Sector Check

Required to work some weekends and weeknights.

Interested candidates need to apply to [info@eastyorktennisclub.com](mailto:info@eastyorktennisclub.com)