

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 an administrative support role to support the needs of the membership, the Executive and the community (**clubhouse assistant**). The ideal candidate will be committed to the opportunity of working at the club for the season.

Key Responsibilities

This role is part-time and covers 3 key areas to service EYTC members:

1. Court Monitoring and On-site member support
 2. Clubhouse Ground and Court Daily Upkeep
 3. Back End and administrative support – for the Pro-team and EYTC committee
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1. Court Monitoring and Member Support: 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 during key hours each day.
 - a. This is a time where members can ask for support with court bookings
 - b. Hand out and handle queries on FOB system
 - c. Support EYTC volunteer team to hand out purchased items
 - d. Ensure club policies are followed
 2. Clubhouse, Ground and Court Daily Upkeep: With a full membership and lots of programming, including junior programming the club and grounds need more upkeep than ever. This is especially important considering the increase in indoor use of the clubhouse this year. It has been identified that there is a requirement for someone to “open” and “close” the club each day as well as a mid-day review.
 - a. Club daily clean / tidy up and general caretaking – to include the club house, bathrooms and club grounds
 - b. Weekly garbage/recycling to the curb – Thursday evenings
 3. Back end and administrative support: These additional responsibilities should be completed during on- site time.
 - a. Support club member check-in and on-line booking queries – The club on-line system for bookings and club member check-in
 - b. Management and re-direction of club phone messages and returning calls
 - c. Support the Pro-team with court cancellations on rain-days

The club assistant role is a part-time on-site role and will require some weekend work.

Key qualities

- Friendly and professional manner with the ability to problem-solve
- Computer literate
- Required to work weekends and weeknights
- High school diploma
- Oral and written English is required
- Basic tennis knowledge is helpful, but not required
- Good attention to detail
- Organized
- Willing to roll sleeves up

With EYTC support, the Club-House Assistant role will undergo a Police Check/Vulnerable Sector Check.

Interested candidates need to apply to info@eastyorktennisclub.com