

POSITION DESCRIPTION – General Manager, Palos Verdes Tennis Club

The General Manager (GM) oversees and manages all operations of the Palos Verdes Tennis Club (PVTC). The areas of responsibility include: member and community relations, oversight of play in club facilities, supervision of professional and support staff, budget development and financial accounting, maintenance of facilities, and other duties as appropriate to the position. The GM is accountable to the PVTC Board of Directors.

Member Relations:

Manage all aspects of club member relations, to maintain a welcoming Club atmosphere.

Some examples of duties within this area of responsibility include:

1. Supervise tennis and pickle ball play on PVTC courts.
2. Create and oversee special events and other services to enhance member development and enjoyment.
3. Oversee training experiences for members, e.g. lessons, summer camps, etc.
4. Maintain frequent communication with members to assure their awareness of club activities as well as issues relevant to the club's operation and its future.

Community Relations and Organizational Development:

Establish and maintain strong relationships with various individuals and organizations that are important to the club's its future growth. Some examples of these include:

1. Officials of Palos Verdes Estates, e.g. Mayor, City Manager, City Council Members
2. Leadership of the Palos Verdes Golf Club, e.g. General Manager, President of the Board of Directors, etc.
3. Leadership of other tennis clubs in the immediate area
4. Area leadership of the USTA, Marine League and other organizations related to tennis and pickle ball.
5. Business leaders and other individuals that might wish to provide financial and other forms of support to the club, to help it grow and expand services to the community.

This area of responsibility also involves the successful promotion of the club and its activities through various means. This includes the use of media, internal forms of communication and other public relations techniques in order to promote the community's familiarity with the club.

Supervision of Staff:

Provide effective supervision of professional tennis staff, administrative support personnel and maintenance employees. This includes responsibilities for recruitment, evaluation and, when necessary, termination of employees as appropriate.

Administrative and Financial Management:

The GM must work closely with the Board of Directors and his/her key staff in order to be successful in this role. He/she has the responsibility overall for the operational and financial management of the club. The GM will prepare monthly program updates and financial reports for the Board. In coordination with the Board President, the GM will prepare an agenda for all Board meetings, and provide it to Board members several days before the Board meetings. The GM role also entails a variety of other responsibilities either on a regular or periodic basis.

Position Qualifications:

This position requires a person with strong integrity, maturity and initiative, along with well-developed interpersonal skills. The individual must be very comfortable and responsive to club members, community and business leaders, and the general public. The GM also will need to be comfortable in being accountable to the Board of Directors.

An individual with a strong background and familiarity with tennis is highly preferred, as is experience in managing a racquet club. Knowledge of POS systems, Quickbooks Pro or similar accounting systems would be highly desirable.