



Head Racquets Sports Professional
Facility: Lake Shore Country Club
Location: Glencoe, Illinois

Club Description: Lake Shore Country Club (LSCC) is a premier, member-owned club situated on the shores of Lake Michigan on 127 acres in Glencoe, Illinois just 25 miles north of Chicago. Founded in 1908, LSCC is truly a family-oriented club that offers its members the full range of sport amenities including 18-holes of golf, tennis, paddle and aquatics, in addition to formal and informal dining options and an active social calendar.

Lake Shore has a very active summer tennis program with 9 tennis courts. Seven clay courts offer a spectacular view of Lake Michigan, and two additional hard courts, along with a paddle tennis facility with four courts, are located West of Sheridan Road adjacent to our golf driving range. The tennis facility has its own locker room area and a full service pro shop.

Position Description: The Head Racquet Sports Professional will oversee all facets of the racquet sports operation, with a focus on providing a consistently high standard of hospitality and service to members and guests. The Head Racquet Sports Professional will provide training, management, development, and leadership to racquets staff personnel; will promote member relations; and will enhance the quality of the racquet sports experience for all member segments. This is a hands-on working position, requiring active leadership of the daily racquets operations.

Responsibilities include, but are not limited to the following;

- Overseeing daily racquets operations and play; managing and promoting all racquets activities, services, and programs
- Administering the “business” component of the racquet sports program including communication, reporting, billing, interfacing with other department heads and staff
- Training and supervising racquets staff personnel
- Promoting and coordinating member events and tournaments including continuing to strengthen the Members’ interest in pickleball and continuing to build the pickle program
- Playing tennis, paddle and pickle ball with all skill levels of the membership
- Provide a high level instruction program targeted to all member segments
- Purchasing and merchandising the latest in equipment and apparel in the pro shop
- The ability to utilize current racquets and business related computer applications is a must

Qualifications: The Club is seeking a USPTA and PPTA certified member with experience at a similar upscale private club or resort and a proven record of managing a superior racquet sports operation, providing exceptional service, and implementing activities to promote member interest and participation. Candidates coming from a high level coaching environment will also be considered.

- Candidates must have experience with both tennis and platform tennis
- Candidates must have at least 5 years' experience as an Assistant Professional and those candidates with at least 2 years' experience as a Head Professional are preferred
- Candidates with a 4-year college degree are preferred
- It is imperative that the Head Racquet Sports Professional possess strong interpersonal and communication skills, excellent organizational and planning skills, along with the ability to provide leadership and vision to the racquets staff
- Candidates must have the ability to establish a good working relationship with the General Manager, Board of Governors, and department heads, and to be visible and interact with members to create an atmosphere that promotes an enjoyable club experience

Keys to Success in the Position:

- Provide leadership of the racquet sports program, embracing the role of Ambassador of racquet sports at Lake Shore Country Club and effectively communicating with members and Club staff in a timely, organized and efficient manner
- Manage all aspects of the daily racquet operations to consistently achieve a premium private club member experience
- Recruit a highly qualified staff that thrives on member service and is excited about the racquet sports industry
- Develop and participate in teaching programs for all levels of play
- Apply vision and innovation to enhance member events and teaching programs for all players while respecting the culture and traditions of the Club

This position reports to the General Manager. The hired candidate will begin work on approximately August 15, 2018.

Submit Materials: Interested parties should email cover letter and resume to Brian@lakeshorecc.com. The submittal deadline is May 1, 2018.

No Phone Calls Please

