



BURNABY TENNIS CLUB CLUB MANAGER PROFILE

The Burnaby Tennis Club (BTC) is a year-round tennis club that operates for 8 months indoors under an inflated bubble and 4 months outdoors. The BTC is a non-profit society consisting of members but is also accessible to the public. The club offers coaching services for adults and children including indoor & outdoor camps and clinics, a variety of year-round member activities, and hosts tournaments, namely its signature Burnaby Open Tennis Tournament.

The Burnaby Tennis Club seeks a Manager who will oversee all aspects of club operations, including office administration, staff management, membership services, club maintenance thru coordination of vendors and service providers, work with coaches and directors to help coordinate programs, club promotion, and community relations.

Position is Full time-35 hours per week from September to April, Part-time 25 hours per week from May to August). Compensation is negotiable depending on qualifications and experience. Hours are flexible and could include evenings, holidays and weekends. Reports to the President of the Board.

Qualifications

- Experience in Sports Club Management or in a similar setting
- Post-secondary training or equivalent, preferably in a related field
- Possess the ability to direct total operations, staff supervision, general administration, manage budgets, marketing, programming, and oversee maintenance of the club's assets including an indoor dome, related equipment, courts, and club house.
- Ability to provide excellent customer service and to promote the club
- Teamwork and accountability, providing feedback, coaching & staff development
- Continuously seek opportunities for improvement and able to adapt to changes
- Exceptional interpersonal communication skills in working with members, Directors, employees, vendors, and the general public
- Well organized and able to work independently
- Good computer skills, including thorough knowledge of Microsoft Word, Excel and Powerpoint as well as experience with any sports club booking (or similar) system.

Key Responsibilities

- Manage all Administrative Tasks related to the Club Operations
- Oversee hiring, training, leadership and supervision of staff



- Provide excellent customer service to members, maintain member database
- Maintain clubhouse, office, bubble, machinery or equipment, and courts
- Apply the club's rules and policies
- Implement creative and effective management solutions
- Express ideas and information effectively in oral and written communications
- Ensure knowledge of Burnaby Tennis Club management, organization, membership criteria, rules and regulations, constitution and bylaws
- Establish and maintain relationships with diverse populations
- Develop campaigns to promote the club
- Assist the work of Directors and perform special projects assigned by Board
- Assist Coaches and Directors as necessary to help implement year-round programs to promote the game of tennis and generate revenue for the club
- Support development of financial, marketing, or other plans and monitor results

To Apply:

- Email to: lawrencekumar@hotmail.com
- Application deadline: October 31, 2024