

Job Description

Position Title: Tennis Professional

Accountable To: Tennis Director

Overview of General Responsibilities:

- Tennis Professionals are expected to provide the best customer service possible at all times.
- They are expected to be familiar with all tennis programming options and to communicate with customers/clients in an effective way.
- To make every training session the best time of each client's day.
- To live by and follow RVC's Purpose and Core Values.

Specific Responsibilities include, but are not limited to, the following:

- Educate and advance your professional skills in order to better serve clients.
- Fill out all related paperwork and submit payroll to the Tennis Director by requested time.
- Keep accurate accounting of client sessions and initiating renewals as appropriate.
- Strive to meet all individual and team goals.
- Be a team player and help the entire tennis staff provide the best possible quality and professional services to all members.
- Must be in full uniform at all times.
- Arrive for lessons and clinics a minimum of five minutes before the start time to prepare.
- Complete and start all lessons on time.
- Come prepared and create a game plan for lessons and clinics.
- Establish and create long-term plans to meet client goals.
- Communicate with the FITshop staff on a regular basis in order to schedule and complete lessons and ensure accurate payment.
- Complete attendance on a daily basis in clinic folder.
- Give lessons on assigned court.
- Maintain a professional appearance and show up to work ready to play.
- Represent the RVC Tennis Program in a positive manner at all times.
- Assist in keeping the tennis courts, lobby and storage area clean.
- Be a team player and help the entire staff excel.
- Communicate with other Tennis Professionals to determine who will take lead within a clinic.
- Work a minimum of 20 hours per week on court teaching. (Full-time employees must average 25 hours per week)

Additionally: This position may be asked to assist in other areas of RVC. Cooperation is assumed. All staff members work as a team to provide superior service that RVC bases its reputation on.

Personal Qualities and Expectations (including special demands):

- Current certifications in CPR and AED training; one-on-one experience with training clients.
- Current certifications from at least one of the following nationally accredited organizations: USPTA, USPTR.

- Reliable, friendly, upbeat and willing to assist in any way possible.
- A fit and healthy lifestyle, leading by a fine example.
- Self confidence in professional capabilities and a strategy for continuous success.

Skills Required:

- Excellent communication and organizational skills.
- Must be able to play tennis at a 3.5 or higher level.
- Must be certified (provided by RVC) in belaying for rock climbing wall.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. A head tennis professional is usually seen practicing tennis skills and teaching and instructing the same to his/her players on lawn tennis grounds. He/she generally guides his players and makes them play and exercise abundantly in order to build their stamina, muscles and strength. He/she accompanies the players throughout the day and trains them for around six to seven hours, each day. He/she works in a hardworking, fast and dynamic ambience, under all weather conditions.

Compensation & Benefits:

Hourly position (Non-Exempt)

Full-time, regular working hours Monday-Friday, 9:00am-5:00pm with additional hours as-needed/when required. Full Time benefits apply to this position.

Approval and Acceptance:

This job description is a summary of the primary duties and responsibilities of the position. It is not intended to be a comprehensive listing of all duties and responsibilities. Contents are subject to change at the CEO's discretion. By signing below, employee agrees that he/she has received and read the job expectations outlined above. Employee has reviewed these duties with his/her manager and has had any questions or concerns satisfactorily answered. This job description is not to be interpreted as an employment agreement.

Employee:	Supervisor:
Signature:	Signature:
Printed name:	Printed name:
Date:	Date: