

# KOPPLIN KUEBLER & WALLACE

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## **DIRECTOR OF RACQUETS PROFILE: ARMY NAVY COUNTRY CLUB ARLINGTON, VA**

### **DIRECTOR OF RACQUETS OPPORTUNITY AT ARMY NAVY COUNTRY CLUB**

The Director of Racquets (DOR) at Army Navy Country Club (ANCC) will lead one of the most elite racquets operations and facilities nationally while having the opportunity to drive significant impact through program creation and refinement. If you possess superior customer service skills, are a charismatic, visible leader with an entrepreneurial spirit, and embrace rich traditions and values, this is your career opportunity.

Army Navy Country Club, considered one of the country's most prestigious platinum private clubs, is seeking to place a highly capable professional with strong leadership experience as the DOR. A positive, innovative, and energetic approach to ANCC's programming and duties is essential. The candidate must be able to demonstrate proven written and verbal communication skills. Visibility, member engagement, and authentic enjoyment of building member relationships are critical, as is the ability to relate to committees professionally, respectfully, and diplomatically.

[Click here to view a brief video about this opportunity.](#)

### **ARMY NAVY COUNTRY CLUB**

The Army Navy Country Club, founded in 1924 and located in Arlington, Virginia, has evolved from a recreational haven for military officers into one of the nation's premier private country clubs. Nestled on over 500 scenic acres, it offers a variety of luxury amenities, including 54 championship golf holes, five swimming pools, and a comprehensive fitness center. Its racquets facilities are particularly notable, with 29 courts—14 of which are outdoor Har-Tru HydroCourts—and a year-round indoor center. Recognized as one of the country's finest racquets venues, the club has won multiple awards, such as the USTA Mid-Atlantic Facility of the Year and USTA 2014 Outstanding Tennis Facility. ANCC also features top-tier pickleball courts and a pro shop with instructional and retail services. In addition to its athletic offerings, the club provides exquisite dining and event spaces, including the Rooftop Terrace and 5-Star Ballroom. Historically significant, the site includes remnants of Fort Richardson from the Civil War and a graveyard dating back to the 18th century. Throughout its history, ANCC has hosted prominent figures, including Presidents Dwight D. Eisenhower and Bill Clinton. Today, it continues to serve as a hub for both social and recreational activities, promoting a fraternal spirit among its diverse membership.

### **ARMY NAVY COUNTRY CLUB BY THE NUMBERS**

- Annual Dues and Capital Infusion \$10,020/yr
- Annual Racquets Budget \$1.35M
- Gross lesson revenue \$1.16M
- # Visits to Racquets Annually: Approximately 60,000
- Approximately 7K members
- Club employees FT- 324 Racquets; 20
- Club employees PT- 87 Racquets; 4
- Gross volume approximately: \$43M
- Club software: Jonas
- Average age of members is 56

**ARMY NAVY COUNTRY CLUB WEBSITE:** [www.ancc.org](http://www.ancc.org)

## **DIRECTOR OF RACQUETS – POSITION OVERVIEW**

The Director of Racquets position is comprehensive and must ensure the achievement of the mission and objectives of Army Navy Country Club. The DOR is responsible for the oversight and execution of the entire Racquet Sports Program and will work directly with the GM/COO, Racquets Committee, Head, Assistant Professionals, and all respective staff to ensure clear and consistent communications regarding expectations, organization, labor costs, services offered, and the overall operation of the department.

The DOR will be responsible for all Tennis and Pickleball activities, the utilization of all indoor and outdoor facilities, and all operations to deliver the best experience for Members and guests. They will be able to forecast, plan, and manage all facets of the Department, including instructional, staff mentorship and supervision, social and competitive programming, and the highest level of member service. Direct reports include/will include Head Racquets Professional, Adult Tennis Director, Teaching Professionals, Front Desk Staff, Junior Tennis Director, Pickleball Coordinator, and Seasonal Pros.

The DOR is the “Face” of the operation, and therefore, this is a highly visible position requiring strong presence, leadership, and communication skills with Members and Staff alike. They are expected to be a passionate leader of the organization, promoting racquets at the Club, and engaging their team to have a similar enthusiasm. Of extreme importance is the continued development and motivation of an effective and dedicated team, leading to increasing levels of membership satisfaction. This position is a member of the Executive Team and works closely with all Club department leaders to ensure the achievement of ANCC’s mission, values, and objectives.

### **PRIMARY RESPONSIBILITIES**

#### **Member, Staff Member, and Committee Relations**

- True collaborator/participant and believer in setting the direction and service environment for the overall team.
- Provide quality leadership and a positive, highly visible, and engaging style. A genuine, accessible, and approachable personality is an essential element of success.
- Must be a passionate ambassador for all racquet sports and able to transfer that passion to the team members.
- Oversees top-flight racquets operations and programming, with exemplary service and connectivity to Members and Staff Members.
- Is sincerely active and visibly interactive with staff, Members, and their guests on a daily basis.
- Is the positive, upbeat leader of the racquets experience who intuitively exemplifies the standards of decorum and quality necessary to meet the desired goals of ANCC.
- Attends meetings of the Racquets committees, of which they are an ex-officio member, sharing information, listening to concerns, and sharing perspectives and recommendations.
- Is a strong “consensus builder,” recognizing the importance of having effective skills to reconcile differences and inspire solutions for a better operation and Member experience.
- Enforce all club racquet policies and procedures.
- Represent the Club in professional racquet sports activities, leagues, and approved events.
- Complete assignments as directed by the GM/COO.

#### **Business and Financial Acumen**

- Responsible for the development of racquets annual operating and capital budgets.
- Reviews financial reports, and proactively manages trending projections (both positive and negative), and prepares necessary and proper analysis.
- Operates and ensures that a recognized racquets merchandise and retail operation is in place, including tennis and pickleball merchandise. Through regular interaction with members, gauge their expectations and satisfaction with the pro shop’s offerings.
- Has strong knowledge of key metrics and benchmarking and works closely with other key Club professionals to ensure appropriate and necessary evaluations are in place, as well as clearly defined plans to meet annual goals.
- A history of involvement with their professional organizations, including the USTA, PTR, RSPA, to ensure keen knowledge of current trends, best practices, innovations, along with a strong network of resources.
- Provide organizational and structural support to the various Racquets teams and leagues.

- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, Racquets Committee, and some sub-committee meetings. Responsible for drafting the Committee agendas in coordination with the General Manager/COO and respective Committee Chair.
- Work in tandem with the Club's highly regarded Racquets Maintenance Staff.
- Prepare weekly promotional items and event results for the website, Club bulletin, and e-blasts.

#### **INITIAL PRIORITIES OF THE NEW DIRECTOR OF RACQUETS**

- Meet with and engage with management and committees to determine the direction of the racquets program.
- Establish job descriptions for all staff and develop organizational charts with defined roles for various positions.
- Create an annual calendar of events with a comprehensive mix of competitive and social events.
- Establish with Racquets Committee a fair and equitable system for managing interclub teams with racquets staff involvement.
- Develop an all-encompassing junior program pathway from red to yellow ball with appropriate competitive opportunities for all levels.

#### **CANDIDATE QUALIFICATIONS/EXPERIENCE/SELECTION CRITERIA**

- A visible leader with a proven track record of providing premier services in a dynamic, preferably multiple racquet sports, large membership environment.
- A proven track record in all racquet player and program development.
- Verifiable strength in strategic planning and working closely with boards, committees, and other key contributors to develop, execute, and update strategies for success.
- A verifiable motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, providing consistent feedback and support, and through respectful interaction and professionalism.
- Someone with a history of innovation, and a champion of new ideas and initiatives who is looking to consistently improve member experiences and operational efficiency.
- Exemplary two-way communication (both written and spoken) and interpersonal skills are equally important.
- The candidate must possess a proven ability to attract, hire, develop and lead a high-performing team of professionals while setting standards of performance appropriate to perpetuating the traditions and values of ANCC.

#### **EDUCATION AND CERTIFICATION QUALIFICATIONS**

- College degree from a 4-year accredited university is preferred, or equivalent working experience in the racquets industry.
- Certified as a PPR or RSPA for pickleball, and PTR or RSPA Elite professional tennis is a requirement.
- The Director of Racquet Sports certification through the University of Florida is preferred, or is being pursued. Endorsed by the USTA and certified through the PTR and RSPA.
- A thorough knowledge of court maintenance, including sub-surface irrigated tennis courts, hard surface tennis, and pickleball courts, is preferred.
- CPR and First Aid Certification preferred.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent benefits package, including association membership.

## **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

**Prepare a thoughtful cover letter addressed** to Mr. Patrick King, GM/COO, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why ANCC and the Arlington, VA area will be beneficial to you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Monday, May 26, 2025. Candidate selections will occur in early June, with the first Interviews expected in mid-June and the second interviews a short time later. The new candidate should assume their role in early September 2025.**

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Army Navy CC”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you cannot go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

### **Lead Search Executive:**

Len Simard, USTA, PTR, PPR, RSPA Master Professional

Search Executive

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