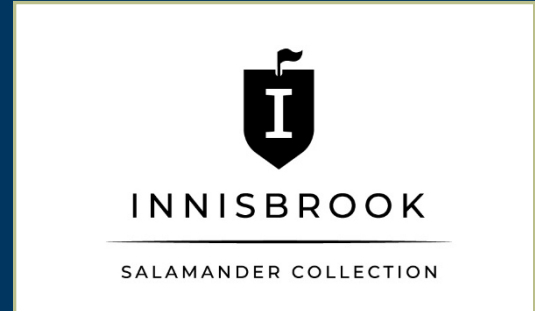


CANDIDATE PROFILE

Director of Racquet Sports
Innisbrook Resort
Palm Harbour, Florida

www.innisbrookgolfresort.com



Organization

Innisbrook Resort, a Salamander Hotel and Resort Collection property, is nestled on 900 acres of rolling hills and 70 acres of lakes on the west coast of Central Florida.

Only 20 miles from Tampa International Airport, the Resort appeals to visitors seeking the ultimate golf resort and racquets experience in a locale that is easily accessible and is within minute of the beaches on the Gulf of Mexico. Innisbrook's collection of four championship golf courses is among the finest in America and is proud to host the PGA Tour's Valspar Championship every March.

Guests also enjoy luxurious accommodations in its 300 spacious guest rooms and suites, a 35,000 square feet of conference facility and the Salamander spa. Other amenities include the Market Salamander Grille, The Grill at Loch Ness and The Packards Steakhouse. The aquatics amenities consist of three pools and the property boasts a modern fitness center.

The award winning racquets facility, overseen by the Director of Racquet Sports, has 11 hard-tru tennis courts, three racquet ball courts. Additionally, there are three pickleball courts and full-service pro-shop for members and resort guests.

Innisbrook Resort by the Numbers

- Annual Revenue: \$50+M
- Number of Club Members: 1400+
- Number of Annual Resort Guests: 50k+
- Racquets Budget: \$600k+
- 200 Active Racquets Players



Position Overview

The Director of Racquet Sports is responsible for all Innisbrook Resort racquets operations including the tennis, pickleball, racquet ball, the pro shop, programming, and staff. The position is a full-time, year-round position and requires the candidate to be highly visible, strong presence, demonstrate strong leadership skills, and have superior communication skills with both members and staff. They should have a technical skill level that brings credibility to the individual's image as the top club racquets professional. He or she must be a person who engages members and guests in a way that drives enthusiasm for the racquets programs at the resort. The working environment is one of professionalism and respect, and the organization prides itself on the positive relationship it keeps with its staff.

The successful candidate must have a proven track record of operational success including both operational and financial achievements. They should have experience in multi-court facilities with active racquets programs including, but not limited to, men's and ladies' programs, a mixed doubles program, junior program, programs for all levels of play, and tournament programs for competitive and social play for all racquet sports. He or she will deliver a range of services customarily provided by a USPTA/PTR/PPR/IPTPA professional.

Operational success should include increased participation rates and new program development, professional and friendly staff culture, consistent court quality and care, and the continuous pursuit of racquets excellence.

Financial success should include increased revenues due to participation and programming, efficient use of labor and other expenses, positive monthly, quarterly, and annual forecasts, and efficient use of all resources.

The Director of Racquet Sports is responsible for all the communication and promotion of the racquets programs. As presently organized, staff reporting directly to the Director of Racquet Sports include five racquets professionals, maintenance staff and dedicated pro shop attendants. The position reports to the Resort Manager with open communication to other senior staff.

The ideal candidate will understand the importance of the membership and by providing prompt, courteous, and timely attention to the desires and needs of members and resort guests. He or she will be prepared to guide members, represent their ideas, assist them in achieving their goals, and provide a positive playing environment.

Responsibilities

- 85% of the Director's time should be focused on the business of the department with 15% on the court with lessons and clinics.
- Uphold tennis, pickleball, and racquet ball rules and regulations governing use of facilities, equipment, dress code, and sportsmanship.
- Accept the authority of, and responsibility for, developing and leading successful racquets operations.
- Attend staff meetings and actively participate in strategic planning and organizational sessions with other senior staff.
- Responsible for short- and long- term planning for the Racquets Department.
- Develop and implement operating and capital budgets for the racquets operations. Responsible for the monthly financial performance and weekly payroll management. The budget currently exceeds \$600,000.

- Oversee Department POS operations to ensure accurate member billing and accurate sales/activity reports.
- Supervise all teaching professionals, pro shop staff, maintenance, pro-shop attendants and seasonal interns. Provide annual reviews for all racquets department staff.
- Assure that effective orientation and training are given to each new employee and develop ongoing training programs.
- Responsible for daily inspection of the courts and facilities prior to the start of play with coordination of any maintenance issues with the maintenance staff.
- Provide leadership to direct reports to achieve a level of service, communication, and technical expertise to meet the expectations of the club membership and resort guests.
- Participate in membership meetings and implement programs set forth. Effectively communicate with all members.
- Develop and maintain a comprehensive events and activities program to include social, competitive, and instructional programming for all levels. Write and approve all racquet sports-related content for the newsletter and website.
- Work with other departments to develop combined programs for the membership.
- Introduce new members and resort guests into the appropriate desired racquets programs.
- Be creative in developing racquets programs and events for all types of members. Be aware of industry trends and successful programs at surrounding clubs.
- Develop, organize, and administer leagues, tournaments, activities, and awards for the department.
- Promote camaraderie and team spirit within the Innisbrook Resort and club community.
- Be visible to membership in all areas of the racquets operation.
- Provide beginning through advance instruction, private and group, for all levels of players.
- Create a teaching philosophy in line with Innisbrook Resort values and traditions and implement them throughout the racquets program.
- Oversee a merchandise and retail operation in the club's racquets facility, representing the interests and expectations of the members.
- Be a passionate ambassador for the game of tennis, pickleball, and racquet ball and require the same of all staff.
- Represent the club in the local community, including communications with local tennis professionals, local and regional racquets organizations, and participation in exhibitions and charity events.
- Respond to membership needs, feedback, and concerns in a timely manner and have the ability to improve the racquets programming based on group feedback.
- Perform other assignments and duties as requested by the Resort Manager.

Requirements

- A minimum of three years prior experience as a Director or Head Professional preferably at an upscale private club or resort with diverse programs and exposure to multiple racquet sports.
- Exceptional organizational and supervisory skills.
- Excellent interpersonal and sales-related skills.
- Proven teaching skills for players of all ages and skill levels.
- An accomplished current and or past competitive playing record is preferred, but not required. A current 4.5 NTRP or above playing level is required.
- A college degree is preferred.
- Be knowledgeable with all computer programs related to the racquets operations.
- Must be proficient in Microsoft Office including Word, Excel, Powerpoint, and Delphi.
- Be personable and quick to establish rapport with the members and resort guests through visible and outgoing outreach.

- Excellent verbal and in written communication skills.
- Experience in hiring and training staff to achieve a high level of teaching ability, service standards, and willingness to work in a racquets operation dedicated to a high level of member satisfaction.
- Proven experience, success, and results in building and maintaining strong racquets programs.
- Have strong passion and enthusiasm for tennis and pickleball.
- A resume with progressively more responsible position and stable tenures.
- USPTA or PTR certification and membership preferred.
- PPR or IPTPA pickleball certification and membership is preferred.
- High ethical standards and history. Impeccable and verifiable references. Final candidates will be subject to a full background check.

Compensation and Benefits

- A base salary and an incentive compensation program
- Eligible for manager bonus
- Individual and family health, dental, vision, and life insurance
- Participation in a 401(k) program with a generous matching contribution (after 1 year of employment)
- Vacation and Paid Sick Time
- Professional association dues and education allowance
- Relocation assistant (if from outside the area)
- Innisbrook Resort is an Equal Opportunity Employer

Individuals who meet or exceed the established criteria detailed in this position profile and posting are encouraged to send both a cover letter and resume.



Andrew Minnelli

Principal



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GSI Executive Search has been serving the private club industry for over twenty-five years, providing a wide range of executive search and placement services. In addition to GM searches that have been performed recently, GSI consultants have done over 70 GM searches around the US in the last two years.