

DIRECTOR OF PADDLE & PICKLEBALL PROFILE: INDIAN TRAIL CLUB FRANKLIN LAKES, NJ

THE DIRECTOR OF PADDLE & PICKLEBALL OPPORTUNITY AT INDIAN TRAIL CLUB

This is a unique, career opportunity for a first time, year-round, Director of Paddle & Pickleball at The Indian Trail Club, in Franklin Lakes, New Jersey. With all of their unparalleled and robust offerings to the membership, Indian Trail Club is one of the most unique clubs in the tri-state area and has one of the most dynamic platform tennis operations in the country.

The successful candidate will be an outstanding communicator in all regards, has an ability to grow engagement and usage of the racquet's facilities, and leads with a high level of visibility and availability to members and staff. Additionally, the successful candidate needs to have a "can do" attitude, be a creative and "outside-the-box-thinker," and who possesses attention for organizational detail that ultimately provides members with consistent, memorable experiences when visiting the club.

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

ABOUT INDIAN TRAIL CLUB

The Indian Trail Club is private country club, only twenty-five miles from Manhattan, situated on a 100-acre, spring-fed lake. A pristine location of unmatched natural beauty with a welcoming, sophisticated atmosphere, located in Franklin Lakes, NJ.

The Indian Trail Club has been known through the years as a spectacular and unique Club that welcomes Members of all ages – a true family and multi-generational environment. The Club's facilities boast 15 Har-Tru tennis courts, 2 hard courts, 10 paddle tennis courts, pickleball courts, an Olympic – sized pool and a fleet of kayaks, sailboats, canoes, and small fishing boats for use on the beautiful lake. Members enjoy year-round dining options, special Club events and programming as well as the options for small- or large-scale private events on property.

The Club was founded in 1959 by Frank, Nevins and Joe McBride and has been under family management since its' inception, enjoying 3 generations of leadership that has retained its early American charm and connection to the local community and its history.

The Paddle facility is one of the largest and highly renowned in the country. The Club has 10 paddle courts with state-of-art lighting and heating. The Clubhouse and paddle pro shop, lockers and lounge are all situated lakeside and in a manner that all inter-work and complement each other with precision. The Club has hosted many National paddle championships and has been a major contributor to the sport of platform tennis in the tri-state area.

Additionally, the Club has board approved plans to build at least 4 permanent pickleball courts, with construction taking place later in the summer of 2022.

INDIAN TRAIL CLUB BY THE NUMBERS

- There are approximately 770 family memberships in all categories at the club.
- 146 Employees (FTE), 142 part-time employees (4 FTE and 1 part-time employee for platform tennis)
- Average age of members is 57 with many young families
- A new pickleball facility is being built, with at least 4 permanent courts
- ITC is a for profit entity, and is governed by the Family Executive Committee, along with the General Manager/COO

INDIAN TRAIL CLUB WEB SITE: www.indiantrailclub.com

DIRECTOR OF PADDLE & PICKLEBALL POSITION OVERVIEW

Indian Trail Club (ITC) is looking for a Director of Paddle & Pickleball (DOPP) who will grow the Racquets program to the next level by expanding adult, junior, social, and competitive programs to meet the ever-changing needs and demands of their membership.

The DOPP is responsible for overall operation of the paddle and pickleball department, including pro shop, programming, and staff. The DOPP is a highly visible position requiring strong presence, leadership and communication skills with both members and staff. The DOPP is expected to be the leader of the program by passionately promoting the games of Paddle and Pickleball. These traits must resonate through his/her team and to do so as well. The working environment of the organization is one of professionalism and respect, and the Club prides itself on the positive relationships it maintains with its staff.

The general roles and responsibilities of the DOPP will be to deliver a range of services customarily provided by a PPTA/PPTR and PPR professional. These services will include, but are not limited to:

- Ability to be a passionate ambassador for the games of paddle and pickleball that requires the same from each member of the staff.
- Assure a consistent, efficient, and seamless daily operation of Club-wide racquets operations; provide members and guests with an environment that meets the values of the Club.
- Enthusiastically encourage member participation by planning events to promote the sports and fellowship in the Club. Organize, schedule, and manage tournaments, clinics, round robins, social events, and other pickleball and paddle related activities to maximize members' access to and enjoyment of the racquet's facilities.
- Create fun, easy to sign-up, new member, and new player initiatives in order to enhance the member experience and grow the number of paddle and pickleball players.
- Create a comprehensive events and activities program to include social, competitive, and instructional programming for all levels.
- Oversight and creation of a strong junior after-school program.
- Creation of a summer pickleball camp for juniors.
- Oversee departmental programs and services to meet budget objectives and exceed member satisfaction.
- Document and report to the General Manager/COO successful and/or unsuccessful programs to be used as a reference tool in future event and calendar planning.
- Create a teaching philosophy in line with the Club's values and traditions. Implement that philosophy throughout the racquet's programs. Ensure that the staff's teaching methodology is in line with the vision that is set in place.
- Provide private/group lessons and clinics to both adults and children and oversee lessons taught by all professionals.
- Provide organizational and structural support for the league team platform tennis practice and play. Develop and introduce a fair and equitable way to manage the adult team programs to include annual player team movement, partnerships, and lineups.
- Attends league sanctioned matches, in a reasonable manner, specifically during normal business hours, to show support, encouragement and instruction ideas for future lessons.
- Represents the club in area professional platform tennis/pickleball activities and at state or national events with approval from the club.
- Play paddle and pickleball at a high level and provide instruction to members of varying skill levels to facilitate skill development and relationship building. Hours on court will be limited to 20 hours plus per week – on average - to ensure ample time for effectively administering the department.
- Manage and oversee a high-quality merchandise and retail operation in the Club's Racquets Shop, representing the desires and expectations of the members.
- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports.
- Attend all Senior 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.
- Supervise all teaching professionals, pro shop staff, and seasonal interns as well as manage all staff scheduling – related to pickleball and platform tennis.

- Conduct regular staff meetings within the racquets department to ensure effective communications.
- Prepare paddle and pickleball promotional items and event results for the website, Club bulletin and e-blasts.
- Work in tandem with the Club's highly regarded Racquets Maintenance Staff, and Director of Tennis.
- Enforce all Club's Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship

Desired Candidate Qualifications/Experience/Selection Criteria

The ideal candidate should be an engaging and polished professional with a minimum of three (3) years of experience as a Head Racquets Professional – or Director of Platform Tennis - in a member equity club setting. A minimum of 3 years of progressive leadership/racquets management experience in (preferably) a private member-owned country club with multi-dimensional operations, or leading racquets operations outside of the club industry in a similar hospitality operation. A head professional or first assistant at an extremely successful club and racquets program will be considered with appropriate experience.

Experience

- Exemplary communication (both written and spoken) and interpersonal skills and the ability to work with all committees. 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 the Club.
- Knowledge and experience in capital improvements in the racquets area.
- A verifiable motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- The candidate will exhibit excellent organizational, technological and time management skills and have a 5.0 playing competency in both Pickleball and Paddle.
- The candidate will have experience with running, coordinating, and directing a USA Pickleball sanctioned pickleball tournament and a PPTA sanctioned paddle tournament.

In order to be successful, the DOPP must have the following personal attributes:

- Has personal character and charisma, leads, and works well with others.
- Has keen problem-solving skills and strong time management abilities.
- Has a strong operational management record.
- Is a mentor to his/her staff and can assemble talented team members who work as a high performing unit.
- Has the entrepreneurial spirit to create new programs and respect what currently works for the ITP program.
- Possess high energy and genuine desire to interact actively with the membership on a professional and hospitable level.
- Understand and lives the Indian Trail Club culture.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

The ideal candidate should have earned a college degree – or has equivalent/relevant working experience - and ideally holds certifications with USPTA or PTR for tennis, PPR or IPTPA for pickleball, PPTR or PPTA for platform tennis. Ideal candidates have attained or are working towards their “Director of Racquets Certification” by the University of Florida. This certification is endorsed by the USTA/PTR/USPTA.

CLUB COVID REQUIREMENTS

This club does not currently require staff to be fully vaccinated as a provision of employment.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. Indian Trail Club offers a generous bonus and benefit package, including professional association memberships.

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. Michael Azbill, 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 ITC and the Franklin Lakes, NJ 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 August 5th, 2022. Candidate selections will occur in mid-August with first Interviews expected shortly thereafter, with live interviews being conducted on Saturday, August 27th. The new candidate should assume his/her role in late-September.

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

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Indian Trail Club”

(These documents should be in Word or PDF format)

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

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

If you have any questions, please email Cherie Kennen: cherie@kkandw.com

Lead Search Executive:

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