



## EASTERN

**TITLE:**

Specialist, Adult League

**REPORTS TO:**

Manager, Adult Leagues

**PURPOSE OF POSITION:**

Represent, coordinate and oversee details related to the Adult League program for USTA Eastern Section. Work alongside the Manager, Adult Leagues to plan, coordinate and execute all aspects of the adult league program including event production, customer service, and data entry, that promote, develop and grow USTA League Tennis at Eastern.

**SPECIFIC RESPONSIBILITIES (including but not limited to):**

- Coordinate with Manager, Adult Leagues to plan and organize all section league championship events and training.
- Manage all tasks associated with League Regional championships including awards, and supplies.
- Work proficiently in the USTA operating system, Tennislink and Team Match App for Adult League Sectionals.
- Initiate program scheduling and projects for the Manager of Adult Leagues and all Adult League Coordinators and expediting work results support to the Manager of Adult Leagues and all Adult League Coordinators.
- Manage and process all stipends for USTA Eastern league teams traveling to Nationals.
- Oversee all Find a League player requests, and direct them to the appropriate coordinator or social league manager.
- Manage NTRP self-rate appeal, and medical appeals for USTA Eastern Section as well as identify all rating disqualifications and promotions.
- Provide timely customer service to all new and existing league players, coordinators and facilities.
- Execute the grievance submission process from start to finish and monitor local grievance submissions.
- Collaborate with Marketing & Communications Department to update Section websites with league content.
- Interpret and update the Local League Area Rules. Understand and be knowledgeable about USTA National, Sectional and Regional League Regulations.
- Organize and work at various section events throughout the year.
- Perform other duties as assigned by the Manager, Adult Leagues

**SKILLS/QUALIFICATIONS:**

- A minimum of two years' work experience.
- Excellent customer service skills.
- Working knowledge of google suite.
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Ability to handle multiple projects
- Tennis experience and knowledge, a plus
- High school diploma or equivalent; college degree preferred
- High energy, self-motivation and enthusiasm with a desire to initiate and promote programs.
- Experience planning events and managing programs.

**Working Conditions:** Full time. Position allows for onsite and work from home, it is not 100% remote. Some nights and weekends are required.

**Physical Demands:** Ability to do light lifting; loading/unloading van with merchandise such as prizes, food, drinks, etc.

This description is intended to describe the type of work being performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities required by the employee.