



TITLE:

Assistant, Adult Leagues

REPORTS TO:

Manager, Adult Leagues

PURPOSE OF POSITION:

Assist Adult League Manager and Adult League Coordinators with league planning and execution, events, system updates, and customer service. Provide administrative support to the manager and coordinators.

SPECIFIC RESPONSIBILITIES (including but not limited to):

- Support League sectional, regional, and local championships; including ordering/delivery of awards, supplies, hotel reservations, staffing and Tennislink input.
- Maintain inventory level for awards and supplies.
- Work with the Adult Competition Committee to set-up meetings and ensure local rules are approved in a timely manner.
- Process NTRP self-rate appeals and medical appeals.
- Respond to Find a League player requests, and direct them to the appropriate coordinator or social league manager.
- Assist in running of flex leagues.
- Work with Marketing & Communications to update the website with league content provided by the managers and coordinators.
- Prepare marketing materials needed for league programs, and captain recognition efforts.
- Contact vendors to obtain product bids as needed.
- Track projects using national league grant money to grow leagues, and assist coordinators in implementing these initiatives.
- Provide timely customer service to all new and existing league players, coordinators and facilities.
- Facilitate grievance submissions from start to finish and monitor local grievances
- Assist with set-up and running of Sectional Tournaments
- Perform other duties as assigned by Manager of Adult Leagues

SKILLS/QUALIFICATIONS:

- A minimum of two years' work experience.
- Excellent communication skills, both spoken and written
- Excellent customer service skills.
- Google Suite skills
- Tennis experience and knowledge of the USTA programs and procedures is recommended.
- Bachelor's degree or equivalent experience.

WORKING CONDITIONS & TIME/TRAVEL COMMITMENT:

This is a full-time staff position based in the Eastern office and some home office hours.

A set amount of evening/weekend work and travel is required. Employee will be required to travel to Adult league sectional championships and eastern conferences, and may also need to travel to designated USTA and Eastern workshops, meetings, tournaments and events as appropriate to fulfill responsibilities.

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 to be performed by the employee.