



TITLE:

Assistant, Tournaments

REPORTS TO:

Senior Director, Competitive Tennis

PURPOSE OF POSITION:

A full-time position with USTA Eastern and a member of the competitive department, reporting to the Sr. Director of Competition and assisting the Competitive Department. Represent, coordinate and oversee details related to 10 and under, junior and adult tournaments. Provide support and assistance with junior and adult programs, tournament sanctions, scheduling and selection, data entry, mailings, and general customer service.

SPECIFIC RESPONSIBILITIES (including but not limited to):

- Work proficiently in the USTA operating systems, Tennislink, Serve Tennis and Tournament desk.
- Review sanctions and publish all approved 10 and under, junior and adult tournaments. This includes;
 - Maintaining notes on tournament homepage
 - Assisting tournament directors with their sanctions
 - Collaborating with program managers to approve tournaments within the specified timelines
 - Editing sanction forms, as necessary
- Check grievance and appeals email regularly and convert supporting documentation into PDF's for committee review.
- Distribute post tournament reports and surveys.
- Assist in collection of tournament results and photos.
- Organize and assist at various competitive section events.
- Assist in player development projects such as camps, trainings and coach selections.
- Support in event preparation at various section events; College events, Camps, JTT events, and other adult and junior events.
- Respond to customer inquiries and email correspondences.
- Mail and sort packages, mailings, awards, giveaways, and event packets.
- Respond to customer inquiries in a timely and professional manner.
- Perform other duties as assigned by Management.

SKILLS/QUALIFICATIONS:

- Proven knowledge of USTA section programs and tennis a plus.
- Working knowledge of TennisLink and Serve Tennis a plus.
- Previous experience in event coordination is a plus.
- Excellent organizational and administrative abilities.
- Excellent "people" and communication (oral and written) skills.
- Excellent customer service skills
- Highly motivated, objective, enthusiastic, and a team player

WORKING CONDITIONS & TIME/TRAVEL COMMITMENT:

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

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.