

USTA/MIDWEST SECTION
Submission Deadline: October 9, 2020
No Inquiries Please

TITLE: Tennis Service Representative (TSR), Chicago

FLSA STATUS: Exempt

REPORTS TO: Director of Community Tennis and the Chicago District Executive Director

LOCATION: Employee must reside in the Chicago District (Cook, Lake, or DuPage County)

WORK SCHEDULE: Monday – Friday 9:00 a.m. to 5:00 p.m.
Significant evening and weekend work required.

OVERVIEW OF THE USTA/MIDWEST SECTION

The USTA/Midwest Section exceeds 50,130 individual and 609 organizational members. It is the second largest section of the United States Tennis Association, the National Governing Body for tennis in the U.S. The association is comprised of 13 districts in the following states: Illinois, Indiana, Michigan, Ohio, and Wisconsin as well as designated counties in West Virginia and Kentucky. The USTA/Midwest Section offers recreational and competitive tennis opportunities for individuals of all ages and abilities. For more information, visit the USTA/Midwest Section at www.midwest.usta.com.

ABOUT THE CHICAGO DISTRICT

The Chicago District encompasses the 284 zip-codes of Cook, Lake & DuPage counties – 3,340 square miles. The Chicago District Tennis Association (CDTA) is a non-profit membership organization serving nearly 10,000 junior, adult, and organizational members. Our 500 public court and private club facilities are home to more than 2,500 tennis courts. CDTA's mission is to create, sustain, and grow enthusiasm for the game of tennis throughout Chicagoland. As the local office of the United States Tennis Association, CDTA is the governing body for tennis within the Chicago District. Responsibilities as the governing body include sanctioning tournaments, training tournament directors, ensuring National SafeSport requirements are met, and running USTA league programs according to National, Sectional, and local rules.

SUMMARY OF FUNCTIONS:

The primary focus of the Tennis Service Representative (TSR) is to work in partnership with the Chicago District team to explore, create, and capitalize on opportunities to build

enthusiasm for tennis and to grow participation in the game and reach the goals set for that year. The TSR, will work in coordination with the District to become the trusted resource for tennis to all providers and community partners, while upholding the mission of the USTA/Midwest Section to innovate, promote, and grow the game of tennis and the Chicago District's mission to create, sustain, and grow enthusiasm for the game of tennis throughout Chicagoland.

This position will also assist in the goal of creating an environment where all people are represented and served. Travel throughout the TSR's respective geographic territory is required to provide exemplary customer service, implement events, and achieve NSF goals.

The TSR, Chicago will work out of the District office when not out meeting with providers and community partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Promote the USTA's new registration platform – Serve Tennis.
2. Conduct meetings with tennis providers and organizations designed to increase tennis participation with a focus on the goals of the District and Section, particularly in under-performing and new markets/communities.
3. Support tennis within the USTA/Midwest Section, the TSR will take guidance from the District Executive Director on how the District is prioritizing efforts to meet it's (NSF) goals. The USTA/Midwest Section's Director of Community Tennis in conjunction with the District Executive Director will prioritize your work efforts.
4. Participate as an integral member of the District team and act as a bridge to bring USTA/Midwest resources and priorities into the work of the District.
5. Identifies opportunities and partnerships to promote tennis, develop new program offerings, and attract new players to the game.
6. In partnership with District team, recruit, cultivate, and support a team of Ambassadors, volunteers, partners, and providers to execute on activities and events as well as bring established USTA products such as league and tournament play to new markets.
7. Align, advocate, and support the District, in designated territory, on how to best help achieve their NSF goals.
8. Develop and conduct in-depth program development, on-court coach development training, and program implementation that lead to attracting and retaining more players.

9. Work with and assist District with organizing, promoting, conducting, and facilitating junior and adult events, programs, and activations, such as but not limited, to single day showdowns, team challenges, adult activations, and promotion of tennis at community events.
10. Promote all programs and events to area tennis facilities, community tennis associations (CTAs), schools, park and recreation organizations, coaches and other organizations that will help achieve the goals of the District and Section.
11. Provide providers and community partners with relevant program information, marketing materials, grant information and other resources as needed and requested.
12. Conduct School In-services Community and Midwest Youth Team Tennis trainings.
13. Train, guide, lead and educate Midwest Youth Team Tennis program coaches for exceptional program quality through volunteer trainings and leading by example both on and off the court, at coaches' meetings, and with parents.
14. Assist with the sales, promotion, registration, and implementation of the USTA Net Generation initiative that leads to educating providers and consumers on the youth brand.
15. Represent the USTA/Midwest Section an district by attending, coordinating and/or delivering workshops, special events, conferences and booth duties designed to strengthen the delivery system and that lead to the achievement of goals as outlined by the Districts and the USTA/ Midwest Section.
16. Responsible for administrative reporting, phone calls, data entry, conference calls, webinars and trainings associated with making this position successful.
17. Extensive travel is required, including weekends and evenings throughout the Chicago District's territory.
18. Develop a plan and program for engaging and directing the District's Tennis Ambassadors to work in conjunction with the District and Section to promote and create play opportunities.
19. Various other job duties as required.

SPECIAL PROJECTS:

1. Work with and align with the District to strategically identify and determine the best geographic areas for growth of both adult and junior participation within territory.
2. Present at SHAPE, AAHPERD, USPTA/PTR, and Park/Recreation State, District and Regional Conferences and Workshops.
3. Assist with the USTA/Midwest Section Championships, when requested.
4. Assist with booth duties for professional tournaments (when applicable).
5. Attend District Board of Directors' and other meetings as required.
6. Attend USTA/Midwest Section meetings and training workshops.

ORGANIZATIONAL RELATIONSHIPS:

Within the Company Interaction:

Program support & information, exchange of ideas, grant information, media relations, and marketing up to 15-40% of total working hours.

The TSR reports to the USTA/Midwest Section's Director of Community Tennis and District Executive Director. This position will work in cooperation with the District Staff, Midwest Section Staff, the USTA National Staff and volunteer network.

Outside the Company Interaction:

Customer base, program support, grant information, marketing, implementation of adult and junior programs/events up to 60 – 85% of total working hours

Positions – The TSR will build relationships with leaders at community organizations, Schools, Park and Recreation organizations; service organizations; Tennis facility Owners; Tennis professionals; Coaches and non-tennis entities in an attempt to grow the game in ways that that lead to the achievement of NSF goals as outlined by the Districts and Section.

ESSENTIAL PHYSICAL REQUIREMENTS:

Physical Effort - Working Conditions/Environment

Physical Activity - Amount of Time

Stand - Under 1/3

Walk - Under 1/3

Sit - 1/3 To 2/3

Use hands to finger, handle, or feel - 1/3 To 2/3
Reach with Hands and arms - Under 1/3
Climb or balance - Under 1/3
Stoop, kneel, crouch, or crawl - Under 1/3
Talk or hear - Over 2/3
Taste or smell - NA

Lifting Requirements - Amount of Time

Lifting - Up to 50 pounds - Under 1/3

Environmental Conditions - Amount of Time

General office environment
Outdoor weather conditions

TRAVEL

Travel required: 70% of time around geographic territory, 10% overnight stays
Travel destinations: Other locations as requested.

QUALIFICATIONS

- Four-year college degree, preferred
- Sports Marketing, Management, Business, or Sales degree, preferred
- Minimum of five years of work experience in the tennis industry, required
- Computer experience in Microsoft Office products, required
- Excellent communication and presentation skills, both verbal and written, required
- Highly motivated self-starter, enthusiastic personality with the desire and passion to promote and grow adult and youth tennis.
- Ability to multi-task and work independently.
- Ideal candidate will be flexible and adaptable to changing situations
- Must be able to travel and work numerous weekends and nights as required.
- Tennis knowledge, required
- On-court presentation experience, preferred
- Experience in sales, preferred
- Experience teaching and playing tennis, preferred
- Certification by an USTA accredited organization is preferred
- Tennis club experience, preferred
- Volunteer experience is preferred

COMPENSATION PACKAGE

- Salary to commensurate with experience
- Medical and dental insurance
- Vacation and sick time
- 401k
- Travel and job-related expenses

Resumes with cover letters accepted through **October 9, 2020**
Please send resume to <https://ustamidwest.bamboohr.com/jobs/>

Disclaimer: This information is intended to describe the general type of work and level of the position. It is not an exhaustive list of all duties and responsibilities required for the position.

The USTA/Midwest Section is an Equal Opportunity Employer