

## POSITION DESCRIPTION

**Position Title:** Assistant Manager, Recreational Programs

**Report To:** Director, Recreational Programs

**Type:** Full-Time Exempt



### A. PURPOSE OF POSITION:

To assist USTA Northern in growing tennis to inspire healthier people and communities everywhere, with a focus on recreational programming. This person will work closely with program managers to execute and evaluate programs, assisting with a variety of administrative tasks and customer service needs. The assistant manager will also lead the development and incorporation of youth programming into our menu of recreational offerings.

### B. KEY RESPONSIBILITIES:

1. Assist with the organization and delivery of all rec tennis programs, including but not limited to:
  - a. Tennis in Your Parks (beginner lessons, Park vs Park)
  - b. Cardio Tennis
  - c. Community Activations & Outreach Events
  - d. Play Days
  - e. Kids Tennis Clubs
  - f. Adult Red Ball Tennis
2. Drive the development and implementation of youth tennis program offerings into our rec tennis program menu.
3. Manage supplies and equipment inventory for rec programs, including annual equipment order, distribution to sites, collection from coaches, and replenishment as needed.
4. Organize and update class lists and schedules for distribution to site leads.
5. Ensure participation records are uploaded to the USTA Northern database.
6. Assist program managers with seasonal coach recruitment, onboarding, and ongoing support.
7. Organize rec program files and maintain records in accordance with company policies.
8. Ensure rec program descriptions and information on USTA Northern and community partner websites are clear and understandable to customers.
9. Create reports and forms for management on request.
10. Work with program managers to evaluate and improve standard operating procedures for increased efficiency and quality control.
11. Provide monthly participation reports to the Director of Operations to facilitate timely and accurate invoicing.

**C. KEY PERFORMANCE INDICATORS:**

1. Timely and accurate completion of assigned tasks
2. Quality of work produced, free of errors
3. Contribution to improved efficiency of program operations
4. Positive feedback from staff, customers, and partners regarding support and communication
5. Fulfill annual performance goals.

**D. INTERNAL RELATIONSHIPS:**

USTA Northern Staff and Volunteers, Seasonal Coaches, USTA National Staff

**E. EXTERNAL RELATIONSHIPS:**

Recreational Program Providers and Industry Partners

**F. TRAVEL & TIME COMMITMENT:**

Required – Meetings and events throughout the greater Twin Cities area. Some evening and weekend work is required to support program delivery.

Possible – Limited overnight travel within the USTA Northern region (MN, ND, SD, and western WI) and opportunity for travel outside the section to attend USTA conferences and events as budget allows.

**G. DESIRED QUALIFICATIONS:**

1. Bachelor's degree in sports and recreation management or related field
2. Tennis coaching experience, preferably in a park setting
3. Strong customer service and communication skills
4. Excellent organizational and administrative skills, including a high attention to detail
5. Proficiency with technology and digital applications (Google Suite products, Serve Tennis)
6. Passion for community engagement and promoting active, healthy lifestyles

**I. PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate. Environmental conditions of outdoor events/work environments may vary, ie: Low/High temperatures.