USTA Texas
P.O. Box 302497
Austin, TX 78703
512.443.1334
usta.com

Community Services Coordinator - Coach Education

Location: Greater Austin area or Greater Houston area

The USTA Texas ("Organization") office is located in Austin, TX and is a not-for-profit volunteer organization devoted to promoting and developing the growth of tennis in Texas. Since 1895, USTA Texas has been a section of the United States Tennis Association, the governing body of tennis in America. USTA Texas is the third largest of the sections and features a number of tennis programs for juniors, adults and seniors at the beginning, recreational, and competitive levels.

As an employer, the USTA Texas offers a vibrant work environment and an inclusive workplace culture that promotes a healthy work-life balance. The benefits package includes full health, dental, life and disability insurance as well as voluntary benefits, a minimum of 10 official holidays, a comp time program, immediate leave accrual, and 401K contributions.

USTA Texas is committed to developing an inclusive work environment made up of individuals of diverse backgrounds and cultures. USTA Texas is an equal opportunity employer and welcomes applicants without regard to age, race, color, sex (including pregnancy), national origin, disability, religion, marital or parental status, protected veteran status, military status, genetic information, sexual orientation, or gender identity and/or expression. The organization is especially interested in applications from qualified candidates who would contribute to the diversity of all programs.

USTA Texas Home Page: http://www.usta.com/texas

Job Summary

The Community Services Coordinator (CSC) role is central to USTA's mission, driving the growth of tennis to inspire healthier people and communities. Operating within their designated territory, the CSC provides expert consultation, business development strategies, and customized service to empower local tennis providers and organizers. CSCs proactively identify and cultivate partnerships with non-tennis entities to expand the sport's reach in local and regional markets. CSCs are also required to manage various Community Services programs. At this time, we are specifically seeking candidates with prior experience and knowledge in Coach Education and USTA Coaching. Although knowledge of these programs is not essential, it is a plus. Residency within a designated territory is required (Greater Austin or Greater Houston territory).

Primary Relationships

- Reports directly to the Director of Community Services
- Works with other Section and National staff members to grow USTA programs
- Works with volunteers within the various USTA Texas committees
- Works with Community Tennis Associations (CTAs), Directors of Tennis, Tennis Pros, Tennis Providers, High School and Middle School Coaches, PE Teachers, etc.

Principle Accountabilities

- Provide customer service to tennis providers and organizations with the intent to attract, engage, and retain participation and play frequency
- Establish, grow, and support “key” USTA and industry initiatives by gaining support, acceptance, and distribution through local providers
- Manage one or more Community Services programs by serving as Section Point of Contact to the associated National program, specifically USTA Coaching and the broader umbrella of Coach Education
- Manage a schedule of USTA Coaching Workshops, including recruiting Coach Developers, managing workshops onsite, and marketing scheduled workshops
- Create and manage opportunities for attending, coordinating and/or delivering workshops, events or meetings designed to strengthen the local delivery system and to attract, engage, and retain tennis participation
- Assist facilities and organizations with relevant program information, marketing materials, grant information, and other resources as needed
- Assist multicultural and diverse populations with actively promoting tennis opportunities
- Initiate relationships with non-traditional tennis outlets
- Manage administrative reporting, data entry, phone calls, conference calls, webinars, and training as required
- Manage individual CSC budget and any assigned Community Services program budget
- Perform duties as assigned by Director of Community Services, and Executive Director
- Work in a positive and cooperative manner with all USTA Section Staff, USTA National Staff, and volunteers
- Attends meetings as deemed necessary by the Executive Director including, but not limited to, in person and virtual meetings, webinars, quarterly calls, etc., presented by USTA National and USTA Texas.
- Perform additional duties as assigned by Executive Director and/or direct supervisor

Minimum Qualifications

- Authorized to work in the United States; USTA Texas does not provide sponsorships.
- Bachelor’s Degree from an accredited college or university, or equivalent work experience
- Relevant experience in customer care and/or territory management
- Proficiency in Google Workspace, Microsoft Office Suite, and related platforms, with proven ability in data management, reporting, and analysis.

Preferred Qualifications

- Prior experience working with USTA, USTA Texas, and/or CTAs
- Background with operating and/or implementing USTA tennis programs, specifically USTA Coaching
- Knowledge of Coach Education strategies, particularly those within the mission of USTA Coaching
- Professional background in non-profit, volunteer-driven organizations
- Demonstrated experience engaging and serving diverse communities
- Experience organizing, managing and directing large participation events
- On-court tennis training experience

Knowledge, Skills and Abilities

- Ability to travel and work nights and weekends as needed (approx. 50% of the time)
- Exceptional communication skills. Bilingual/Spanish-speaking a plus
- Self-starter with a “team-first” mentality
- Ability to find creative solutions and possibility in the face of obstacles

- Exceptional verbal and written communication skills
- Skilled at working in a cross-functional environment with varying stakeholders and decision-makers
- Ability to work and problem-solve collaboratively
- Ability to leverage data analysis to create effective, community-driven programming strategies
- Strong attention to detail
- Task-oriented problem solver
- Ability to successfully work with volunteers and follow non-profit systems of operations
- Skilled in conflict resolution
- Ability to learn additional software as needed

Physical Requirements

- May require extended time outdoors with temperatures above 90 degrees and below 32 degrees
- May involve lifting and transporting boxes, equipment, or other materials as necessary.
- Responsibilities may include the setup and breakdown of event-related materials and equipment

Salary

- Commensurate with education and experience

Application Open Date

- November 2, 2026

Application Close Date

- November 16, 2026

To apply, please send cover letter/letter of application, resume, salary requirements, and list of 3 references (including contact information) to the following email address:

Carrie Hale, Director of Community Services
Email: chale@texas.usta.com