Community Services Coordinator

Location:
- 1-2 Openings: West Texas (San Angelo, Lubbock, Abilene, Midland/Odessa, Amarillo and surrounding areas)
- 1-2 Openings: North Texas (Dallas, Fort Worth, Tyler and surrounding areas)

The USTA Texas (“Organization”) offices are 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, 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](http://www.usta.com/texas)

Job Summary
The primary focus of a Community Services Coordinator (CSC) is to uphold the mission of the USTA in promoting and developing the growth of tennis within a designated territory. CSCs will provide consultation, business development strategies, and customized service to assist local tennis providers and organizers in achieving success. Additionally, CSCs will help identify non-tennis entities that might partner with USTA Texas to grow the sport in local and regional markets. CSCs are required to live within their designated territory. CSCs are also required to manage various Community Services programs. At this time, we are specifically seeking candidates with prior experience and knowledge in National Junior Tennis & Learning (NJTL) and Junior Team Tennis (JTT). Although knowledge of these two programs is not essential, it is a plus.

Primary Relationships
- Reports directly to the Community Services Manager and Director of Community Services
- Works with other Section and National staff members to grow USTA programs
• Works with volunteers who work within the Adult, Delivery, and Junior Development Councils, and the Project Teams within those Councils
• 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 (example: School Tennis, Team Tennis, National Junior Tennis and Learning, etc.)
• Assist facilities and organizations with relevant program information, marketing materials, grant information, and other resources as needed
• 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 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 Community Services Manager, Director of Community Services, and/or CEO/ED
• Work in a positive and cooperative manner with all USTA Section Staff, USTA National Staff, and volunteers

Minimum Qualifications
• Bachelor’s Degree from an accredited college or university, or equivalent work experience
• Relevant experience in customer care and/or territory management
• Computer literacy with preferred knowledge in Google Suite, Microsoft Office, and data management software

Preferred Qualifications
• Experience working with USTA, USTA Texas, and/or CTAs
• Background with operating and/or implementing USTA tennis programs, specifically National Junior Tennis and Learning (NJTL) and Junior Team Tennis (JTT)
• Experience working with non-profit, volunteer-based organizations
• Experience engaging with diverse populations
• 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
• “Team-first” mentality
• 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 require lifting boxes/equipment
- May require setting up and breaking down materials/equipments for events

Salary
- Commensurate with education and experience

Application Open Date
- March 17, 2021

Application Close Date
- March 31, 2021

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

Carrie Hale, Interim Community Services Manager
Email: chale@texas.usta.com