

## **DIRECTOR OF RACQUETS PROFILE: BETHESDA COUNTRY CLUB BETHESDA, MD**

### **DIRECTOR OF RACQUETS OPPORTUNITY AT BETHESDA COUNTRY CLUB**

The Director of Racquets (DOR) at Bethesda Country Club (BCC) will lead one of the most elite private racquet operations in the DC area while having the opportunity to drive significant impact through program creation and refinement. If you possess superior customer service skills, are a charismatic leader with an entrepreneurial spirit, and embrace rich Club traditions and values, this is your career opportunity.

BCC seeks to place a highly organized professional with strong leadership experience as the DOR. A positive, innovative, and energetic approach to BCC programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on interclub team management, junior program development, and family and social activities for all levels of players is paramount in tennis, paddle, and pickleball. The candidate must be able to demonstrate proven written and verbal communication skills. Visibility, member engagement, and authentic enjoyment of building member relationships is critical, as is the ability to relate to committees in a professional, respectful, and diplomatic manner.

[Click here to view a brief video about this opportunity.](#)

### **BETHESDA COUNTRY CLUB**

Bethesda Country Club (BCC) has a long, prestigious history that dates back to its establishment in 1947 when the Bethesda Country Club Corporation purchased the site from the Washington Aviation Country Club. Originally part of the Montgomery Country Club (established in 1913), the property has transformed over the years, evolving from a nine-hole golf course and clubhouse to a nationally recognized club with state-of-the-art amenities. Major milestones include the expansion to an 18-hole golf course in 1949, renovations under architect Arthur Hills in 1992, and hosting high-profile events such as the Greater Washington Open and Mazda LPGA tournaments.

Today, BCC offers a wide array of amenities. Its renowned Racquets program includes eight outdoor clay tennis courts, three paddle tennis courts, and two permanent outdoor pickleball courts. Indoor facilities feature two hard courts during the summer, five courts during the winter, and four year-round pickleball courts. Three clay courts are also enclosed for indoor play during colder months. The Racquet Center provides air-conditioned indoor courts with flexible spaces that can be converted into pickleball courts.

Additional amenities at BCC include a swimming pool, a luxurious clubhouse with indoor and outdoor dining areas, a snack bar, and a social area featuring a firepit and TV. The facility also includes an Airstream trailer for refreshments and an outdoor gazebo area, further contributing to the club's family-friendly, community-oriented environment.

### **BETHESDA COUNTRY CLUB RACQUETS BY THE NUMBERS**

- Initiation fees are \$60,000 – Racquets Members
- Approximate Annual Dues - \$8,820.00
- Gross Annual Volume: \$20M
- Annual Racquets budget: 1.3M
- Gross lesson revenue: \$600K
- The department includes approximately 9 full-time and 6 part-time or seasonal employees.

- Average age of members is approximately 55.
- 8 Racquets Committee Members with 1-year term limit.
- The club uses Northstar for its POS and Club Accounting Systems
- The DOR will own the Pro shop
- Taxable Status 501 c7

**BETHESDA COUNTRY CLUB WEBSITE:** [www.bethesdacountryclub.org](http://www.bethesdacountryclub.org)

### **DIRECTOR OF RACQUETS POSITION OVERVIEW**

The DOR position is comprehensive and must ensure the successful achievement of the mission and objectives of BCC. The DOR is responsible for the oversight and execution of the entire Racquet Sports Program and will work directly with the General Manager/Chief Operating Officer, Racquets Committee, Senior Staff leadership, and all Racquets staff to ensure clear and consistent communications as it pertains to expectations, organization, labor costs, event creation, services offered and overall operation of the department.

The DOR will be responsible for all Tennis, Pickleball, and Paddle, the utilization of all facilities, and all operations to deliver the best experience for both Members and guests and will be able to forecast, plan, and manage all facets of the Department including, instructional, staff mentorship and supervision, social and competitive programming, interclub team creation and of course the highest level of member service.

The Racquets Program's goal is to deliver a consistent member/guest experience that meets or exceeds expectations daily. The DOR will strive to maximize the member experience through creative planning and strategies that increase offerings while enhancing member participation.

The DOR is the 'face' of BCC racquets and is expected to ensure that the best interests of the membership are supported and enhanced through leadership. This leadership must be one of natural positive engagement, strong communicative style, and infectious enthusiasm for the role he/she has assumed. Of extreme importance is the continued development and motivation of an effective and dedicated team, leading to increasing levels of membership satisfaction.

The DOR administers BCC's policies, procedures, and programs related to all Racquets activities. This position is a member of the Executive Team and works closely with all Club department leaders to ensure the achievement of BCC's mission, values, and objectives.

### **Member, Staff Member, and Committee Relations**

- True collaborator/participant and believer in setting the direction and service environment for the overall team.
- Must be able to identify and create the mission and vision statement for the department.
- Provide quality leadership and a positive, highly visible, and engaging style. A genuine, accessible and approachable personality is an essential element of success.
- Must be a passionate ambassador for all racquet sports with the ability to transfer that passion to the team members.
- Is sincerely active and visibly interactive with staff, Members, and their guests daily.
- Is the positive, upbeat leader of the racquets experience who intuitively exemplifies the standards of decorum and quality necessary to meet the desired goals of BCC.
- Attends meetings of the various committees, of which he/she is an ex-officio member, sharing information and listening to concerns, as well as sharing perspectives and recommendations.
- Is a strong "consensus builder," recognizing the importance of having effective skills to reconcile differences and inspire solutions for a better operation and Member experience.

### **Programming**

- Create comprehensive events and activities to include social, competitive, and instructional programming for all levels.
- Develop an annual events calendar that takes into consideration the other sports and amenities of the club.

- Organize, schedule, and manage tournaments, clinics, round robins, social events, and other racquet-related activities to maximize members' access to and enjoyment of the Racquet's facilities.
- Create interclub teams and then provide organizational and structural support for league team's practice and play. Provide a fair and equitable system for teams to be organized and governed
- Develop and implement a high-level and respected junior program that meets the demand of all junior abilities. Program should be comprehensive, creative, and innovative for all levels of junior play
- Proficient in the "USTA's 10 and Under" initiative on teaching protocol

### **Business and Financial Acumen**

- Responsible for the development of racquets annual operating and capital budgets.
- Reviews financial reports, and proactively manages trending projections (both positive and negative) and preparing necessary and proper analysis.
- Own and operate a recognized racquets merchandise and retail operation, representing the desires and expectations of the members, to which he/she has regular interactions with to gauge satisfaction.
- Has strong knowledge of key metrics and benchmarking and works closely with other key Club professionals to ensure appropriate and necessary evaluations are in place, as well as clearly defined plans to meet annual goals.
- Oversee department POS operations to ensure accurate billing and accurate sales/activity reports.
- Attend all Executive Staff, Racquet Committee and some sub-committee meetings. Responsible for drafting the Committee agendas in coordination with the General Manager/COO and respective Committee Chair.
- Enforce all Club's Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by the Club.
- Prepare promotional items and event results for the website, Club bulletin and e-blasts.

### **CANDIDATE QUALIFICATIONS**

- A strong and passionate leader with a proven track record of providing premier services in a dynamic, preferably multiple racquets sport, large membership environment.
- Proven experience recruiting, developing, managing, and motivating full-time, seasonal, and part-time racquets staff.
- Verifiable strength in working closely with boards, committees, and other key contributors to developing, executing, and updating strategies to success.
- Someone with a history of innovation, and a champion of new ideas and initiatives, looking to consistent improvement of member experiences and operational efficiency.
- Of equal importance are exemplary two-way communication (both written and spoken) and interpersonal skills and the ability to work with all committees.
- The candidate will exhibit excellent organizational, technological, and time management skills.

### **EDUCATION AND CERTIFICATIONS**

- College degree preferred.
- Must be PTR or RSPA Certified with 5+ years of tennis coaching/teaching with private racquet club managerial experience. Equivalent for Pickleball and Platform.
- A graduate of the University of Florida's DORS (Director of Racquets Sports) course, endorsed and sponsored by the USTA and certified by the PTR and RSPA is the most valued certification for this role.
- USTA level 5.0 minimum tennis playing ability ideally.
- Division 1 Collegiate or professional experience a plus.

### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership. Base *Salary Range: \$200,000 - \$225,000 plus commission.*

## **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Bethesda Country Club search committee/Mr. Eban Ross, General Manager/Chief Operating Officer**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why BCC and the Maryland area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Saturday, October 19, 2024. Candidate selections will occur in late October, with the live Interviews expected in mid-November. The new candidate should assume his/her role at the start of 2025.**

**IMPORTANT:** Save your resume and letter in the following manner:

**“Last Name, First Name - Resume” &**

**“Last Name, First Name - Cover Letter - BCC”**

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

### **Lead Search Executive:**

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