

JOB POSTING

RLTC General Manager

The Rockcliffe Lawn Tennis Club (RLTC) is a private community-based seasonal tennis club located in the heart of Rockcliffe Park, Ottawa. It has 8 courts, a club house, and associated garden areas for use by its members. The RLTC is seeking a seasonal full-time General Manager. Candidate should be motivated, organized, energetic, and hard-working, with excellent people skills.

Responsibilities include:

- Oversight and management of all club-related activities, working closely with the Club's Board of Directors and tennis teaching professionals
- Interacting and communicating with members as the primary professional point of contact, including in person, by phone and by email
- Hiring, training, and supervising club house staff before the season and throughout as required
- Coordinate with tennis professionals to ensure smooth delivery of tennis programming, summer camps, private lessons, etc.
- Organizing and managing club house programming and social events, such as BBQ events and open house activities, with some direction from the board of directors
- Plan, control and order food and beverages
- Handling Point of Sale transactions, registrations, court bookings, and updating program information using a club software system, as required
- Manage RLTC's financial records, including membership, invoices, payments, etc.
- Performing and supervising service-related tasks, including serving food and beverages, clearing, tidying, and cleanup
- Establishing and monitoring tennis court maintenance schedules and protocols
- Communicate to the membership through e-mail, newsletters and social media.
- Setting up and closing of club house and facilities both pre and post season
- On-going reporting to the Board of Directors on all club activities

Experiences which are an asset:

- Service experience, such as retail, restaurant, sports facility, or similar, which involved handling payment, reporting finances, understanding basic inventory, and customer service

Skills which are an asset

- Highly organized personality

- Service-oriented with excellent people skills
- Must feel comfortable with learning new software
- Ability to multitask
- Some knowledge of tennis and its rules
- Spoken French is an asset but not a requirement

Work Term:

- Start date flexible. Latest start date April 3, 2023
- Full-time 40-hour work week during Club regular season from April 3, 2023 to November 3, 2023
- Opportunity for part-time hours on flexible basis between January to April
- The work schedule will include some weekends

Pay:

- Pay scale commensurate with experience
- Opportunity for bonus pay based on targeted metrics

To apply, please send your cover letter and resume to info@rltennis.ca.