



Role: Director Pickleball Operations

Supervises/Supervisor:

The Director of Pickleball Operations will report to the Director of Operations and Sales and works very closely with Brian Lloyd, Director of Pickleball Operations Corporate. They will work with local PPR certified instructors to roll out appropriate clinics and other events for members and the community.

**Position Summary:**

Under limited supervision, the Director of Pickleball Operations, oversees all the “on court” pickleball programming and other key business initiatives for Dill Dinkers. Employees in this job class are responsible for preparing, planning, and implementing pickleball program initiatives and monitoring their progress to completion. This role ensures optimal court utilization through all kinds of different programming & offerings. This role will collaborate with the Red Branch operations team and collectively build out aligned initiatives. This role also includes partnering very closely with the Director of Operations and Sales to make sure there is coverage, support and other critical business needs are being addressed together. This job class requires general knowledge in management, human services, or related field.

**Typical Duties:**

- Develop an effective plan of action for running the company’s pickleball programs from inception to completion. This includes all offerings, open plays, contract court time, or other events at DD
- Create, develop and implement on-going successful leagues for all levels of play.
- Strategically map-out, 1 month in advance, a court programming schedule for the Ops Director to optimize court utilization.
- 4.Perform daily checks one week out to make sure courts are optimized and if “whitespace” create & experiment with new profitable programs for customers
- Learn & become effective in our online platform, CourtReserve, to be able to schedule events, run reports and work efficiently with Director of Operations.
- Select, train and manage “outside” instruction use of Dill Dinkers courts. We want to create a network of certified instructors to fulfill our weekly clinics and classes to offer our members & nearby community
- Manage the local Joola partnership to ensure products, paddles and other Pro Shop items are being introduced and sold.

- Ensure that Joola demo paddles are being offered or used during Beginner classes and during other instructional programs.
- Suggest innovative plans and processes to improve programming and other Dill Dinkers offerings to continue to innovate.
- Help local operations & front staff to keep the courts and facility clean for our customers.
- Suggest and help create marketing initiatives to increase awareness of your location to drive membership.
- Handle “walk in” potential members who are looking at the facility and want to learn more and then hand them off to front desk to register.
- Track, record, and compile performance data with mgmt. on a monthly basis.
- Handle emails & calls relating to outsourced event court requests to jointly decide with Operations Director on optimal court utilization and offerings
- Engage local pickleball community both in person & online to further promote your location.
- Be a Dill Dinkers Brand Ambassador when traveling for tournaments or other pickleball events.
- Engage all players on our courts on a regular basis to make sure their needs are being met and get to know your customers, especially regular ones to try to meet their needs before they even ask.
- Provide strategic vision and strong leadership while directing programs.
- Attend and actively participate in weekly management meetings.
- Ensure programs always support and advance the company's mission.
- Performs other duties as assigned.

### **Minimum Qualifications:**

- Two (2) or more years of experience as a program director.
- Basic management skills.
- Strong business sense.
- Proficient using Microsoft Suite (Excel, Outlook, etc.).
- Organized and detail oriented.
- Exceptional communication skills, both oral and written.
- Ability to establish priorities and solve a wide range of business problems.
- Demonstrated customer service skills, common sense, problem solving and analytical skills.
- Flexibility to respond to changing work priorities and handle numerous projects at a time.

### **Educational Requirements:**

Bachelor’s degree in management, human services, or related field. A comparable combination of formal education and work experience will be considered. Very strong high level of Pickleball experience both playing & coaching/instructing.

**Physical Requirements:**

- Viewing computer screen/monitor
- Utilizing keyboard
- Answering/making phone calls
- Prolong walking, standing, kneeling, bending, etc. as required.

**Work Environment:**

Work is normally performed in the facility, but other job requirements are able to be finished and performed at home.

**Disclaimer:**

The above information on this description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive list of duties, responsibilities, and qualifications required of employees to this job. Employees are expected to follow their supervisor's instructions and to perform the tasks requested by their supervisor.

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Employee Name (Print) Signature Date