



**Job Title: Director Pickleball Operations**  
**Reports To: Director of Operations and Sales**

### **About Dill Dinkers**

The vision of Dill Dinkers is to spread the joy of pickleball worldwide. At Dill Dinkers, our dedicated facilities are a pickleball haven for players of all levels. Our facilities provide a welcoming and vibrant atmosphere where you can enjoy fun matches, improve your skills, and connect with a community that shares your passion.

### **Position Summary**

Under limited supervision, the Director of Pickleball Operations oversees all the “on court” pickleball programming, as well as other key business initiatives for Dill Dinkers.

### **Responsibilities and Duties**

- Responsible for preparing, planning, and implementing pickleball program initiatives and monitoring their progress to completion.
- Ensures optimal court utilization through various programming & offerings.
- Collaborate with the Corporate operations team and collectively build out aligned initiatives.
- Partner with the Director of Operations and Sales to ensure proper coverage, support, and other critical business needs are being addressed in a timely manner.
- Develop an effective plan of action for overseeing the organization’s pickleball programs from inception to completion.
- Create, develop, and implement on-going successful leagues for all levels of play.
- Strategically outline a court programming schedule, in a timely manner, to optimize court utilization.
- Perform daily checks to ensure court usage is optimized, and if there is court availability, experiment & create new and profitable programs.
- Become knowledgeable of the online platform, CourtReserve, in order to schedule events, create reports, and work efficiently with the Director of Operations.
- Select, train, and manage “outside” instruction use of Dill Dinkers courts. Create a network of certified instructors to fulfill weekly clinics and classes to offer players & nearby community.
- Manage the local Joola partnership to ensure products, paddles, and other Pro Shop merchandise are being introduced and sold.
- Ensure that Joola demo paddles are being offered and/or used during beginner classes and during other instructional programs.



- Develop innovative plans and processes to improve programming and other Dill Dinkers opportunities.
- Assist local operations & front staff to ensure all courts and the facilities are clean and safe.
- Generate and formulate marketing tactics aimed at boosting the facility's visibility and expanding its membership base.
- Manage individuals who spontaneously visit the facility and express interest in both the venue and pickleball.
- Engage the local pickleball community, both in-person & online, to promote the facility and pickleball.
- Track, record, and compile performance data with management on a monthly basis.
- Manage emails and phone calls concerning outsourced event court requests. Work closely with the Operations Director to optimize court usage and offerings.
- Be a Dill Dinkers Brand Ambassador when traveling for tournaments or other pickleball events.
- Involve every participant consistently during court activities to address their requirements. Familiarize yourself with all players, especially regulars, and anticipate their needs proactively.
- Offer a strategic outlook and exhibit robust leadership when overseeing programs.
- Attend and actively participate in weekly management meetings.
- Ensure that programs consistently uphold and promote the company's mission.
- Performs other duties as assigned.

#### **Minimum Qualifications**

- Two (2) or more years of experience as a Program Director.
- Fundamental management capabilities.
- Profound understanding of business principles.
- Proficient experience with Microsoft Suite (Excel, Outlook, etc.)
- Organized & detail oriented.
- Exception oral and written communication skills.
- Capability to set priorities and resolve diverse business challenges.
- Demonstrated proficiency in customer service, practical judgment, problem-solving, and analytical skills.
- Flexibility to respond to changing work priorities. |

#### **Educational Prerequisites**

- Bachelor's degree in management, human services, or related field.
- A comparable combination of formal education & work experience will be considered.
- Extensive expertise in Pickleball at an advanced level, encompassing both playing and coaching/instructing.



### **Physical Requirements**

- Observing computer screen/monitor.
- Operating a keyboard.
- Responding to/making phone calls.
- Extended periods of walking, standing, kneeling, bending, etc., as necessary.

**Disclaimer:** The information provided in this job description is intended to give an overview of the typical tasks and responsibilities carried out by employees in this role. It is not meant to encompass every duty, responsibility, or qualification required for the job. Employees are expected to follow the instructions of their supervisors and fulfill the tasks assigned to them.