



Job Title: Front Desk Attendant, aka “Big Dill Ambassador”

Reports To: Director of Operations and supports the Director of Pickleball Operations

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

The Big Dill Ambassador role emphasizes strong customer focus, making it suitable for individuals who are sociable, enjoy interaction, and take pleasure in assisting players, guests, and partners. We seek an enthusiastic, proactive, and personable candidate who thrives in a dynamic environment, delivering exceptional customer service with efficiency and energy.

Responsibilities and Duties

- Front desk ambassador – welcoming players upon their arrival at the facility.
- Interact with members throughout the facility to ensure smooth flow of play.
- Assist in organizing tournaments, league play, or other enjoyable events.
- Proficiency in utilizing the CourtReserve system to facilitate seamless and efficient registration, check-in/out, and payment processing for both members and visitors.
- Advocate for Dill Dinkers programs, offerings, and events to members and visitors.
- Welcome members/visitors, handle phone inquiries, and conduct facility tours as needed.
- Support Pro Shop sales and order fulfillment.
- Maintain cleanliness by vacuuming and cleaning courts, bathrooms, and the overall facility.
- Evening and weekend shifts are both available and mandatory. A few morning shifts are also offered.
- Current or ability to obtain CPR and First Aid certifications.
- The ability to pass a background check.
- Performs other duties as assigned.

Minimum Qualifications

- Demonstrate excellent customer service skills.
- Flexibility to respond to changing work priorities and handle numerous projects.
- Proficient experience with Microsoft Suite (Excel, Outlook, etc.)
- Organized & detail oriented.
- Exception oral and written communication skills.



- Demonstrated proficiency in customer service, practical judgment, problem-solving, and analytical skills.
- Flexibility to respond to changing work priorities.

Educational Prerequisites

- High school diploma or GED equivalent.
- Experience in Pickleball, encompassing both playing and the fundamentals.

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.