



Job Title: Shift Supervisor

Reports To: Director of Operations and Sales 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 Shift Supervisor will be responsible for overseeing front desk staff to ensure the facility is running smoothly and players are having a positive experience in the back of the house. Responsible for carrying out programs and initiatives implemented by the Director of Operations & Sales and the Director of Pickleball Operations. Partner with the staff to ensure the facility is safe, clean, and organized.

Responsibilities and Duties

- Responsible for running organized and efficient shifts.
- Knowledgeable in CourtReserve daily functions.
- Look out one week at time on CourtReserve to fix any issues or identify opportunities to improve court utilization or programming. Identify and fix or discuss solutions with Directors.
- Knowledge of the rules and regulations of Pickleball.
- Ensures that players are having a positive experience.
- Interacts with players to enhance the customer experience.
- Take steps to immediately rectify problems during events.
- Reports problems/solutions to the Directors as needed.
- Ensure all guests sign the safety waiver before playing.
- Partners with staff to ensure all items are completed on the checklist before leaving.
- Attend weekly meetings.
- Completes delegated tasks from the Directors by the due date.
- Participates in promoting events and memberships.
- Ensures the facility is clean and organized.
- Sets a positive example for staff in all areas-customer experience, dress code, on time for shifts, follows procedures.
- Notifies the Director of Operations of time off needed as far in advance as possible.
- Supports Director of Pickleball Operations in running leagues and other events.



Minimum Qualifications

- 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 Prerequisites

- A comparable combination of formal education & work experience will be considered.
- Pickleball experience – both playing & understanding of the rules and regulations.

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.