



Job Description

Role: Assistant Manager

The Assistant Manager directly reports to the Director of Operations and Sales and supports the Director of Pickleball Operations.

Position Summary:

The Assistant Manager 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. Employees in this job class are responsible for carrying out programs and initiatives implemented by the Director of Operations & Sales and the Director of Pickleball Operations. You will also partner with the staff to ensure the facility is safe, clean, and organized.

Typical Duties:

- Responsible for running organized and efficient shifts.
- Knowledgeable in Court Reserve daily functions.
- Looks out one week at time on Court Reserve to fix any issues or identify opportunities to improve court utilization or programming. Identify and fix or discuss solutions with Directors.
- Knowledgeable in the rules of Pickleball.
- Ensures that players are having a positive experience.
- Interacts with players to enhance the customer experience.
- Takes steps to immediately rectify problems during events.
- Reports problems/solutions to the Directors as needed.
- Ensures all guests sign the safety waiver before playing.
- Partners with staff to ensure all items are completed on the checklist before

leaving.

- Attends weekly meetings.
- Completes delegated tasks from the Directors by the due date. •
- Participates in promoting events and memberships.
- Ensures facility is cleaned and organized.
- Sets a positive example for staff in all areas-customer experience, dress code, on time for shifts, follows procedures.
- Notifies Director of Operations of time off needed as far in advance as possible. •

Supports Director of Pickleball Operations in running leagues and other events. •

Manage inventory of the Pro Shop. Ensure inventory matches POS. Order stock as needed.

Minimum Qualifications:

- Two (2) or more years of experience as an Assistant Manager.
- 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. Pickleball experience both playing & understanding of the rules.

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.

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.