

## **DIRECTOR OF RACQUETS PROFILE: RIVER OAKS COUNTRY CLUB HOUSTON, TX**

### **DIRECTOR OF RACQUETS OPPORTUNITY AT RIVER OAKS COUNTRY CLUB**

The Director of Racquets (DOR) at River Oaks Country Club will lead one of the most elite racquets operations and facilities nationally while having the opportunity to drive significant impact through program creation and refinement. If you possess superior customer service skills, are a charismatic, visible leader with an entrepreneurial spirit, and embrace rich traditions and values, this is your career opportunity. River Oaks Country Club is home to the U.S. Men's Clay Court Championships and has held a professional-level tennis tournament since 1931.

River Oaks Country Club, considered one of the most prestigious platinum private clubs in the country, is seeking to place a highly capable professional with strong leadership experience as the DOR. A positive, innovative, and energetic approach to River Oaks' programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on family and social activities for all levels of players is paramount. The candidate must be able to demonstrate proven written and verbal communication skills. Visibility, member engagement, and authentic enjoyment of building Member relationships is critical, as is the ability to relate to committees in a professional, respectful, and diplomatic manner.

[Click here to watch a brief video about this opportunity.](#)

### **RIVER OAKS COUNTRY CLUB**

River Oaks Country Club, established in 1923, is a premier private club located on 183 acres in Houston, Texas. Known for its family-oriented and community-focused approach, the Club has 1,600 members and offers an array of exceptional recreational and social amenities. These include an 18-hole golf course, a golf teaching center, 16 tennis courts, 4 permanent pickleball courts, a state-of-the-art fitness center, expansive aquatics facilities, superior staff areas, and an elegant Clubhouse with formal and casual dining options, as well as private event spaces. Owned and managed by its Members, River Oaks Country Club upholds traditional standards while fostering relationships based on trust, respect, and loyalty, making it a cornerstone of the Houston community.

### **RIVER OAKS COUNTRY CLUB BY THE NUMBERS**

- 1,600 Members
- \$46M Gross volume
- Full time employees: 350 Club Wide, 19 Racquets
- Tennis/Racquet Revenue: \$2M
- Annual Racquets Budget: \$2.7M
- Gross Pro Shop revenue: \$600K Club owned
- Number of visits to racquets annually: 30,000
- Number of tennis teams: 14
- Active adult players: 575, Active adult pickleball players: 150
- Active junior tennis: 250, Active junior pickleball: 50
- Club POS and Accounting system: Jonas
- Average member age: 47
- The Club is a 501c7

**RIVER OAKS COUNTRY CLUB WEBSITE:** [www.riveroaksc.net](http://www.riveroaksc.net)

## **DIRECTOR OF RACQUETS POSITION OVERVIEW**

The new DOR will ensure rich traditions at the club will continue, while bringing new and innovative events to the adult and junior departments.

The DOR position is comprehensive and must ensure successful achievement of the mission and objectives of ROCC. The successful candidate will be responsible for overall operation of the Racquets Program, including tennis, pickleball, pro shop, programming and staff. The DOR is a highly visible position requiring strong presence, leadership and communication skills with both Members and staff. The DOR is expected to be the leader of the Racquets program by passionately promoting the games of Tennis and Pickleball. These traits must resonate through all staff members.

River Oaks employs a loyal, professional and accomplished racquets staff and wishes to continue this tradition. The working environment at River Oaks is one of professionalism and respect, and River Oaks prides itself on the positive relationships it maintains with its staff.

Under the direction of the General Manager, and in coordination with the Tennis Committee, the DOR administers the policies, procedures and programs of River Oaks relating to all racquet sports.

The over-arching role and responsibilities of the DOR will be to deliver a range of services customarily provided by a Master or Elite USPTA/PTR professional. These services will include, but will not be limited to:

### **Leadership**

- Be a passionate ambassador for all racquet sports; require the same of the staff.
- Assure consistent, highly ethical, efficient and seamless daily operation of club-wide racquets operations; provide members and guests with an environment that meets the values of River Oaks.
- Oversee departmental programs and services to meet or exceed member satisfaction.
- Supervise, lead and mentor all teaching professionals, pro shop staff and seasonal interns (staff size of approximately 20).

### **Programming**

- Organize, schedule and manage tournaments, clinics, round robins, social events and other racquets related activities to maximize members' access to and enjoyment of the racquet facilities.
- Create comprehensive events and activities to include social, competitive and instructional programming for all levels.
- Provide organizational and structural support for league team racquets practice and play. Provide a fair and equitable system for teams to be organized and governed.

### **Administration**

- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports.
- Work in unison with the highly acclaimed U.S. Men's Clay Court Tournament Staff to ensure smooth operations and collaboration.
- Attend all senior staff, Racquets Committee and some sub-committee meetings. Responsible for drafting the Racquets Committee agendas in coordination with the General Manager and respective Racquets Committee Chair.
- Operate a high-quality merchandise and retail operation in River Oaks' Racquets Shop, ensuring product expectations are met.
- Manage all staff scheduling.
- Conduct regular staff meetings within the Racquets operation to ensure effective communications.
- Enforce all of River Oaks' Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by River Oaks.
- Prepare racquets promotional items and event results for River Oaks' website, bulletins, e-blasts, etc.
- Oversee the annual budget process, monthly financial performance, and weekly payroll management.
- The following positions report to the DOR: 9 assistant professionals, Merchandiser/Pro Shop Manager, Pro Shop staff, court/grounds maintenance team.

## **Instruction**

- Develop and implement a teaching philosophy that embraces River Oaks' values and traditions; incorporate standardized teaching methodologies as appropriate.
- Provide an appropriate amount of private and group lessons to both adults and children; oversee lessons taught by all professionals.
- Play tennis and pickleball and provide instruction to members of varying skill levels to encourage skill development and relationship building. The DOR is expected to be on the court providing up to 10 hours of instruction per week.

## **Junior Tennis**

- Develop and implement a high-level and respected junior program that meets the demand of all junior abilities. Program should be comprehensive, creative and innovative for all levels of junior play.
- Proficient in the "USTA's 10 and Under" initiative on teaching protocol.
- Coordinate instruction, competitive playing and team opportunities for all juniors.

## **EXPERIENCE, QUALIFICATIONS and SELECTION CRITERIA**

The ideal candidate should be an engaging and polished professional with a minimum of five (5) years of experience as a Director of Racquets in a private club setting.

A minimum of 5 years of progressive leadership/racquets management experience in (preferably) a private member-owned country club with multi-dimensional operations, or leading racquets operations outside of the club industry in a similar hospitality operation. A resume indicating progressively more responsible positions and demonstrating experience in delivering both group and individual instructional programs to players of various age groups and skill levels. Additionally, the candidate should have a proven history of high ethical standards.

## **Experience**

- Motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, providing consistent feedback, and supporting them through respectful interaction and professionalism.
- History of innovation and a champion of new ideas and initiatives; looking to consistently improve member experiences and operational efficiency.
- Verifiable strength in working closely with committees and other key contributors to develop and execute the club's vision.
- Exemplary communication (written and spoken) and interpersonal skills.
- Proven ability to attract, hire, develop, retain and lead a high performing team of professionals while setting standards of performance appropriate to perpetuating the traditions and values of River Oaks.
- History of developing and promoting racquets professionals to lead other organizations.
- Exhibit excellent organizational, technological and time management skills.
- Running and organizing successful women's, men's and junior tennis team programs.
- Developing and staging intra- and inter-club events.
- 5.0 tennis playing competency or above.

## **Qualifications and Personal Attributes**

- Member focused; delighted to meet the expectations and requirements of members and their guests.
- Possesses high energy and genuine desire to interact actively with the membership on a professional and hospitable level.
- Works well and is well respected by others.
- Understands River Oaks' values and exemplifies River Oaks' culture.
- Keen problem-solving skills.
- Strong operational management record.
- Mentor to his or her staff.
- Entrepreneurial spirit to create new programs while respecting current desires and traditions.
- Strong time management skills given broad range of activities and demands.
- Comfortable publicly speaking.

- Personal character and charisma.
- Industry talent leader (can assemble high-performance and talented team who work well together).

#### **Selection Criteria**

- Breadth and depth of experience as a racquets professional.
- Degree of experience in similar settings.
- Ability to articulate a compelling vision for the future of River Oaks' programs.
- Demonstration of technical competence.

#### **EDUCATION AND CERTIFICATION QUALIFICATIONS**

The ideal candidate should have earned a college degree and holds certifications with the RSPA, PTR and PPR.

#### **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

#### **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package, including association membership.

#### **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **River Oaks Country Club search committee/Mr. C. J. Bendy, Jr., Chief Operating Officer**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why ROCC and the Houston area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Wednesday, January 22, 2025. Candidate selections will occur in late January, with interviews in mid-February. The new candidate should assume his/her role in March.**

**IMPORTANT:** Save your resume and letter in the following manner:

"Last Name, First Name - Resume" &

"Last Name, First Name - Cover Letter - River Oaks Country Club "

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades: [katy@kkandw.com](mailto:katy@kkandw.com)

#### **Lead Search Executive:**

Len Simard

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