



ASSISTANT RACQUETS COORDINATOR

Permanent Full Time with Benefits

Donalda Golf & Country Club, founded in 1960, is a prestigious year-round private club that offers a high standard of social, athletic and dining facilities to our members and their families. We are located in central Toronto and accessible by TTC.

Our caring and attentive staff members are focused on providing authentic hospitality and meaningful experiences to each and every member and guest. Our Club is a place where high expectations aren't just met they are exceeded by making our members and guests feel special.

We are seeking a dedicated, member service oriented professional to join the Racquets team as an **Assistant Racquets Coordinator**. This is a **permanent full-time position with benefits** requiring shift work which includes evenings and weekends and statutory holidays **(32 hours per week)**.

If you are passionate about hospitality and take pride in offering exceptional service, we would love to have you be a part of the Donalda team! Our staff members continue to aim higher and show they care about our members, guests and each other to ensure we achieve our goal of creating unforgettable service experiences.

Please "Apply Online" and tell us how you can contribute to our team's success.

POSITION SUMMARY:

The Assistant Racquets Administrator will perform his/her duties to help ensure the overall operation and management of the Racquets Department runs efficiently and productively to exceed member expectations. The incumbent is expected to provide **administrative support** to the Head Racquets Professional and monitor the service of the general tennis facilities in conjunction with the Racquets Coordinator. Some of the duties and responsibilities are outlined below:

DUTIES & RESPONSIBILITIES:

- Provide assistance to member questions in a courteous and professional manner
- Assist with tennis and squash billings for the tennis department including lessons for tennis pros and squash pro, programs and events, tennis prizes, etc.
- Work with our Head Racquets Professional to ensure all staff are equipped with the knowledge and equipment to perform their job properly and efficiently
- Coordinate regular communications/meetings with tennis staff in coordination with the Head Professional to develop plans to improve the quality of service in the Racquets Department through innovative strategies
- Assist with the registration of all tennis and squash events, programs and socials to ensure everything runs smoothly

- Ensure that all service staff are informed about upcoming events or information members may request to ensure all staff is helpful to members
- Maintain good communication between members and the Racquets Department by using various communication mediums including the Sundial, bulletin board, website, and social media.
- Assist with organizing the ladies' and men's team matches and practice
- Handle tennis & squash court reservations for member's games and keep the online booking system updated to reserve courts for tennis events, programs maintenance, etc. in advance
- Assist members with booking tennis & squash lessons, answer questions and greet members in a friendly and outgoing manner
- Ensure the office environment is well presented, and office supply inventory levels are appropriate.
- Perform any additional task as specified by the Head Racquets Professional

JOB SPECIFICATIONS/ QUALIFICATIONS REQUIRED:

- Completion of High School Education (Grade 12) is required
- Post-Secondary education in a related field is an asset and preferred
- Degree or Certificate in Professional Tennis Management or Administration is an asset.
- Minimum 2 years' experience in an administrative position preferably in a major tennis operation
- Private club experience preferred
- Ability to comprehend departmental accounting and budgetary processes, prepare, analyze and summarize event orders
- Strong administrative and organizational skills
- Excellent interpersonal skills
- Computer skills: Highly proficient in Microsoft Office (Word, Excel and Outlook) and the use of the internet
- Minimum typing speed: 40 WPM
- Able to work shifts - days, evenings, weekends, and statutory holidays
- Must be able to work under pressure and under strict time constraints
- Punctual and reliable
- Well groomed, mannerly, co-operative and outwardly friendly (team oriented).

CONTRACT TERMS

- Benefits: Medical and Pension
- 32 hours per week (varied shift work schedule)
- Hourly Wage
- Complimentary duty meals
- Complimentary parking

Those individuals, who are interested in applying, please complete the Online Application form on our website at www.donaldclub.ca. Please do not send resumes without applying on our website.

No telephone calls please.

We thank all applicants for their interest and will only contact those selected for an interview.

Applicants who do not already have legal permission to work in Canada will not be considered.

Donalda Club is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process