
Facility Director
Guam National Tennis Center

TITLE: Facility Director, Guam National Tennis Center
RESPONSIBLE TO: BOD-, Guam National Tennis Federation
WORKING WITH: **Guam National Tennis Federation**
Admin Staff and Tennis Professionals

SUMMARY JOB DESCRIPTION

Guam National Tennis Federation is seeking a Facility Director. The Facility Director will be responsible for management of the Tennis Center.

Responsibilities:

- Directly responsible for all areas of the managing of the facility.
- Manage facility staff admin, maintenance, tennis professional
- Oversee the membership and business of the facility. Manage system for non member pay for play. Helps ensure facility is accessed only by actual members and/or guests. Responsible for enforcement of facility rules policies and collects all guest fees.
- Provides excellent customer service and helps monitor member feedback through the use of comment cards and other customer care techniques. Follows up on guest requests and comments.
- Promotes the facility and its amenities to potential members when applicable.
- Prepare and keep accurate account of revenue received weekly. Submit all paperwork and financial reporting, as required.
- Contribute Ideas to help increase revenue for facility
- Assist with development the plan for use of the courts, peak and non-peak hours.
- Assists in the coordination of all social and competitive events including special tournaments.
- Develop and implement adult and Junior programs for club members.
- Organise and host social events
- Help maintain a monthly inventory of supplies, equipment, and or products.
- Produce newsletter on a regular basis for the facility. Also write press releases for the facility, when applicable.
- Oversee maintenance and the upkeep of the facility To include basic facility maintenance, routine preventative maintenance, and repair (for example squeegee and windscreen repairs). Assist in maintaining the cleanliness of the courts and surrounding areas by patrolling the courts daily to ensure staff is keeping up cleanliness.
- Maintain reservation system, recommend improvement to maximize system. Follow the court reservation system to ensure a smooth and even flow of traffic on and off courts.
- Assist in the development of a comprehensive standard facility operations manual, including written policies and procedures for all facility services, administration, and maintenance.
- Participate in overseeing all pro shop and retail functions, including expanding pro shop mix of inventory offered.
- Maintains an attractive, up-to-date bulletin board.
- Monthly report to GNTF board
- Ensure health and safety is to the highest standard both on and off the courts.
 - Reports any incidents or accidents
 - Other duties as assigned.

Qualifications:

- Must be able to work in the United States
- Facility management or director or comparable work experience
- Previous Tennis Facility Director experience
- Experience working with budgets and keeping accurate accounts Experience with budget development and financial management is also required

- Able to show initiative and make decisions
- Effective leadership skills and a strong work ethic
- Excellent customer service skills
- Efficient, well organized, and able to handle a variety of duties simultaneously
- Energetic, enthusiastic and motivational
- Professional manner, discretion, and appearance
- Excellent verbal and written skills
- Proficient in appropriate computer skills and office equipment
- Normal work hours: Varied to include nights, weekends, and holidays

Interested parties please contact GNTF President Torgun Smith torgun@gntf.org with cc to board@gntf.org