

POSITION DESCRIPTION

POSITION TITLE:	Tennis Coach
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Pakenham Regional Tennis Centre
DEPARTMENT:	Tennis
REPORTS TO:	Head of Tennis
TYPE OF EMPLOYMENT:	Casual

COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

This crucial role within the Aligned Leisure operations of the Cardinia Shire Major Recreation Facilities contract will lead the implementation of tennis programs and coaching throughout the Shire. An important member of the Tennis team to grow and develop the coaching programs and Pakenham Regional's profile in the Shire.

The Tennis Coach will be a part of a team of tennis professionals to deliver exceptional service to the customer and will strive for continuous improvement.

They will work relentlessly to support implementing the Aligned Leisure values of AWARE, DISCIPLINED, RELENTLESS and UNITED.

KEY RESPONSIBILITIES:

1. Coaching and Program Development

- Delivery of coaching and other programs in accordance with annual plans
- Conducting group tennis lessons including ANZ Tennis Hot Shots, Fit Bit Cardio Tennis, Squad sessions, Adult Coaching
- Conduct and deliver schools based tennis programs within Cardinia Shire schools
- Support the implementation of group fitness programs in line with Cardinia Leisure programs
- Attend tennis coach's professional development sessions a minimum of twice per term
- Conduct coaching sessions on a daily basis for all levels and abilities
- Attend Tennis Australia Coach Development workshops
- Provide programs in line with Tennis Australia's program guidelines
- Develop and maintain coaching qualifications through Tennis Australia's continuous Professional Development
- Conducting private coaching lessons
- Run and develop school tennis programs with local Cardinia schools
- Run and deliver Hot Shots Match Play and Hot Shots Leagues sessions as well as PRTC inter and intra club competitions.

2. Secondary Services

- Promote the benefits of PRTC memberships
- Promote PRTC pro shop and assist to increase sales
- Increase take up of PRTC internal tennis competitions
- Promote the use of PRTC casual court hire facilities
- Promote coaching participants to participate in all PRTC tournaments

3. Support Member Retention & Acquisition Officers

- Undertake outbound telemarketing to prospects as requested by the Member Acquisition Officer
- Capture all data at point of all program and service enquiries
- Identify "at risk" members and advise the Head of Tennis
- Personal follow up of non-renewals as requested by the Head of Tennis
- Personal follow up of membership questions or complaints where non-renewal may be likely

4. Customer Service Desk responsibilities

- Provide the frontline service for all facility programs and services.
- Proactively address all enquiries, ensuring that suitable outcomes are provided to each individual customer.
- Look for upsell and cross sell opportunities based on individual needs.
- All administrative duties that are required as part of a successful frontline function.
- Take tours as requested by customers.

5. OH&S and cleaning

- Conduct daily inspections of tennis courts and surrounding areas to provide a safe welcoming environment.
- Make sure all equipment is safe and useable for people of all ages.
- Ensure courts are clean before and after each coaching session.
- Adhere to Tennis Australia policy's (wet weather, heat policy, code of conduct).

6. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself "How would I want a member of my family treated in this situation?"
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.
- You will know understand customer needs and deliver good quality coaching programs for Cardinia Shire community.

The Tennis Coach may from time to time be required to undertake other tasks as directed by the Head of Tennis.

KEY RELATIONSHIPS:

- Members and PRTC stakeholders
-

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Tennis Australia Coach member
2. Working with Children's Check
3. Community Coach (Essential), Junior Development (Desirable) or Club Professional (Desirable) Coaching Qualification
4. Experience in Tennis Coaching at all levels

PERSONAL ATTRIBUTES:

1. Focused on the customer.
2. Strong ability to manage and also work autonomously.
3. Understands/enjoys the Leisure Industry and motivated to serve Aligned Leisure.
4. Highly organised.
5. Good time manager.
6. Disciplined to manage the varied components to this role.
7. Relentless in their approach to delivering exceptional service.

PERSONALITY TRAITS:

1. Leadership.
2. Knowledgeable.
3. Personable.
4. Fun.

APPROVED: _____

Head of Tennis – Aligned Leisure

_____/_____/_____