



## **Racquet & Paddle Sports Pro**

Hanover Park Park District

**Contact Name:** Nicole Powell

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**Closing Date:**

**Salary:** \$26 - \$36 per hour

### **Description:**

#### **JOB SUMMARY**

Under the direction of the Special Facilities Manager, the Racquet & Paddle Sports Pro is responsible for delivering high-quality racquet and paddle sport instruction through group and private lessons, providing exceptional customer service, and promoting programs and services to enhance member engagement and revenue.

This position emphasizes instructional excellence, relationship building, and service quality while supporting special events and maintaining compliance with Park District policies and standards.

***If interested, please send your contact information and resume via our website:*** Employment Opportunities | [hpparks.org](http://hpparks.org).

### **QUALIFICATIONS:**

- PTR certification, USRSA certification and/or PPR certification preferred.
- Minimum of 3-5 years of experience teaching tennis/pickleball and supervising tennis/pickleball programs, tournaments, leagues, and events.
- Intermediate instructional and lesson planning skills; ability to adapt to diverse skill levels.
- Experience with recreation management software such as RecTrac preferred.
- Excellent communication, customer service, and organizational skills.
- CPR/AED and First Aid certification required or obtainable within one year.
- Must be at least 18 years of age.

**IMMEDIATE SUPERVISOR:** Racquet & Paddle Sports Head Pro

### **REQUIRED KNOWLEDGE, SKILLS, OR TRAITS:**

- Ability to understand and utilize Park District registration software effectively.
- Comprehensive understanding of racquet sport instruction, programming, league and tournament operations, and customer service best practices.

- Ability to interpret and comprehend Park District policies, safety standards, and risk management procedures.
- Strong problem-solving, judgment, and decision-making under time constraints and competing priorities.
- Ability to assist in creating and managing schedules for courts, lessons, and events to ensure smooth operations

### **ESSENTIAL FUNCTIONS:**

- Deliver high-quality group and private racquet and paddle sport lessons.
- Develop and implement progressive lesson plans tailored to varying skill levels and age groups.
- Monitor participant progress and provide constructive feedback to enhance performance.
- Build strong relationships with members to encourage participation, retention, and upselling of programs and services.
- Conduct tours for prospective participants and assist with membership conversions related to racquet and paddle offerings.
- Represent CCAC programs through demonstrations, member outreach, and community engagement to increase awareness and participation.
- Ensure prompt, courteous response to member inquiries and issues; document and follow up to drive resolution and retention.
- Model service excellence at all touchpoints; maintain effective, cooperative working relationships with inter- and intra-department personnel.
- Serve as Manager on Duty when assigned; ensure smooth operations and timely resolution of member concerns.
- Provide, report, and document all injury, illness, and health information required by the Park District; support staff during and after emergency situations.
- Assist with special events as needed, including setup and on-court demonstrations. Follow Park District safety protocols and risk management procedures during all
- activities.
- Report and document any incidents or injuries promptly and accurately.

### **PHYSICAL REQUIREMENTS:**

- Frequent standing, grasping, walking, reaching, running and handling.
- Occasional lifting (10–75 lbs; not to exceed 50 lbs without assistance).
- Frequent pushing, pulling, climbing, stooping, kneeling, and balancing.
- Ability to demonstrate tennis and/or pickleball techniques.

### **PSYCHOLOGICAL CONSIDERATIONS:**

- Ability to manage multiple tasks and deadlines while maintaining a positive approach to public service.
- Must manage stress related to resolving conflicts among participants, members, and employees.

### **ENVIRONMENTAL CONSIDERATIONS:**

- Activities are performed indoors and outdoors across all seasons; variable lighting and temperature conditions may occur.
- Will be exposed to outdoor elements when supervising functions, events, or traveling to meetings.

### **COGNITIVE CONSIDERATIONS:**

- Ability to follow directives from the Racquet & Paddle Sports Head Pro, Special Facilities Manager, Superintendent of Recreation & Special Facilities, and Executive Director.
- Exhibits strong problem-solving skills and sound judgment under pressure.

- Ability to learn and apply new systems, policies, and procedures.

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*The duties listed above are not set forth for the purpose of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those duties to be performed temporarily outside the Pro's normal line of work.*