



## Job Description Adult Programs Coordinator

**Position Type:** Part Time Employee, 20-25 Hours Per Week

### Position Overview

The Charlotte Tennis Association ("CTA") is seeking an Adult Programs Coordinator to promote and support delivery of community wide adult tennis programming. This position reports to the Adult Programs Manager/Local USTA League Coordinator ("LLC"), and works closely with CTA leadership to develop, administer, and grow a wide range of programs, while ensuring excellent customer service to players, captains, coaches and volunteers. This individual will collaborate with community organizations, Parks and Recreation representatives, tennis facility representatives and USTA North Carolina staff.

### Key Objectives

- Program Growth - Develop, support, and promote adult tennis programming across all play levels
- League Support - Assist with implementation of USTA/CTA league program
- Customer Service - Assist with management of customer inquiries on a timely basis

### Primary Responsibilities

#### *Program Development & Growth*

- Assist in implementing and promoting initiatives designed to grow adult tennis participation
- Support the continued development and administration of the following USTA League programs: USTA Adult League, USTA Mixed Doubles League, USTA NC Singles League, USTA Southern Tri-Level League, Southern Combo Doubles League, Summer and Winter Flex Leagues
- Assist with additional adult programming, including but not limited to, Tennis On Tap and Pro League programs
- Assist with planning and execution of adult tennis events, including any awarded USTA League Championships events

#### *USTA League Administration*

- Assist the LLC in preparing league season information and communications, in accordance with USTA standards and branding
- Assist with the creation of league season and championship schedules
- Monitor score entry and overall match activity
- Assist in collecting public court usage fees for players that owe court fees separately

#### *Player & Captain Development*

- Manage new player inquiries and development requests
- Assist with placing new players on appropriate teams
- Assist with recruiting, training, and supporting team captains and volunteers

#### *Communication & Committee Support*

- Respond to all email communications in a timely manner (within 48 hours)
- Assist with Adult League Committee efforts and participate in sub-committees as time permits

### Qualifications

- Strong organizational and administrative skills
- Self-motivated with the ability to work independently
- Flexible to work occasional evenings and weekends to accommodate program schedules, special events and meetings
- Proven ability to plan, manage, and execute multiple tasks simultaneously while meeting deadlines
- Excellent written and verbal communication skills
- Positive demeanor with a strong customer service orientation
- Demonstrated ability and willingness to present information to groups
- Strong computer skills, including working knowledge of Microsoft Excel, Word, and internet-based systems
- Knowledge of the sport of tennis, particularly USTA League tennis
- Familiarity with local tennis facilities, and tennis professionals is a plus

### Company Overview:

The Charlotte Tennis Association ("CTA") was founded in 1991 and is a non-profit organization with 501(c)3 status. The CTA is associated with the USTA, the governing body for tennis in the United States, and as such supports USTA initiatives and operates USTA branded programs along with unique programs that serve the Charlotte community.