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## **DIRECTOR OF RACQUETS PROFILE: PALM BEACH COUNTRY CLUB PALM BEACH, FL**

### **DIRECTOR OF RACQUETS OPPORTUNITY AT PALM BEACH COUNTRY CLUB**

Palm Beach Country Club (PBCC) of Palm Beach, FL, one of the most prestigious private clubs in America, is seeking to place a competent professional with strong leadership experience as the Director of Racquets (DOR). A positive, innovative, and energetic approach to the Club's programming and duties is essential. In addition to the future DOR's leadership and teambuilding skills, a focus on the member experience is paramount. A visible, outgoing, enthusiastic individual who has authentic enjoyment for member engagement and provides the highest level of service is critical. This exceptional opportunity requires the successful individual to be at the club from mid-September to early June annually although this is considered a year-round position.

[Click here to watch a brief video about this opportunity.](#)

### **ABOUT PALM BEACH COUNTRY CLUB**

Built on just 83 acres in 1917 by legendary golf course architect Donald Ross, the Palm Beach Country Club spans the island of Palm Beach from the Atlantic Ocean to the east and from Lake Worth to the west. Nestled along the picturesque shores of Palm Beach, it is the epitome of luxury living, where elegance meets excellence in every aspect.

The club offers impeccable services and amenities. A meticulously manicured 18-hole golf course, 4 hydro-grid sub-irrigated courts, a hurricane-resistant padel court, a pro shop, viewing areas, and a full range of activities for the membership provide an unparalleled experience for sports enthusiasts.

Palm Beach Country Club offers multiple dining venues including a 250-seat Ballroom, 150-seat Grill Room, expansive outdoor terrace, Skylight Lounge Bar, and Ocean Grill Sports Bar. The club also offers card and meeting rooms. Beyond the amenities and opulent surroundings lies the true heart of Palm Beach Country Club – a vibrant community with exclusive member events to engaging social gatherings, the club fosters a sense of camaraderie and belonging that transcends mere membership. The club has recently undergone a complete clubhouse refurbishment.

### **PALM BEACH COUNTRY CLUB BY THE NUMBERS**

- 400 Memberships
- Gross volume - \$20M
- Annual racquets budget - \$500,000
- Annual gross lesson revenue - \$350,000
- Annual Pro Shop Sales - \$60,000
- FT Racquets Employees - 1; PT or seasonal Racquets Employees/Contractors - 5
- Average member age: 67
- POS System; Jonas
- Committees: Admissions, By-Law, Conduct, Facilities & Planning, Finance, Greens/Golf, House, Ladies Golf, Public Safety, Racquets, Foundation, Community Relations
- Estimated on court hours – 10-20/week.
- Proposed additional capital projects for Racquets include the addition of 1 tennis (hard/possibly doubles as pickleball) and 1 additional padel court.
- The Club is organized as a 501(c)(7)

**PALM BEACH COUNTRY CLUB WEBSITE:** [www.palmbeachcountryclub.org](http://www.palmbeachcountryclub.org)

## **DIRECTOR OF RACQUETS POSITION OVERVIEW**

Palm Beach Country Club (PBCC) is looking for a Director of Racquets (DOR) who will replace a successful, long tenured RSPA Professional. The new DOR will bring the department to the next level by continuing the traditions of successful programs while expanding adult, junior, social, and competitive activities for its membership.

The DOR position is comprehensive and must ensure the successful achievement of the mission and objectives of PBCC. The successful candidate will be responsible for the overall operation of the Racquets Program, including instruction, pro shop, programming, and staff. The DOR is a highly visible position requiring strong presence, leadership, and communication skills with both members and staff. The DOR is expected to be the leader of the Racquets program by passionately promoting tennis and padel games. These traits must resonate with all staff members.

PBCC employs a loyal, professional, and accomplished racquets staff and wishes to continue this tradition. The working environment at PBCC is one of professionalism and respect, and PBCC prides itself on the positive relationships it maintains with its staff. Under the direction of the Racquets Committee and the GM/COO, the DOR administers the policies, procedures, and programs of PBCC relating to the racquets department.

The general roles and responsibilities of the DOR will be to deliver a range of services customarily provided by a Master or Elite RSPA/PTR professional. These services will include, but will not be limited to:

### **Leadership**

- Be a passionate ambassador for the racquets department; require the same of the staff.
- Have a professional relationship with industry tour players that can be called upon for guest appearances.
- Assure consistent, highly ethical, efficient, and seamless daily operation of club-wide racquets operations; provide members and guests with an environment that meets the values of PBCC.
- Oversee departmental programs and services to meet or exceed member satisfaction
- Supervise, lead, and mentor all teaching professionals, pro shop and maintenance.
- The DOR will be a valued PBCC senior staff member and will interact with other department leaders regularly with respect and professionalism.
- Ensure the racquets facility and surrounding areas are consistently kept in the best condition possible

### **Programming**

- Organize, schedule, and manage signature events, tournaments, clinics, round robins, social events, game arranging and other racquet related activities to maximize members' access to and enjoyment of all facilities.
- Introduce high level pro-ams, and exhibitions using current or former ATP and WTA players.
- Provide the highest level of instruction and instructional programs for all members.
- Create comprehensive events/activities - include social, competitive, and instructional programming for all levels

### **Administration**

- Oversee department POS operations to ensure accurate member billing and accurate sales/activity reports
- Own and operate a high-quality merchandise and retail operation in the PBCC's Racquets Shop, ensuring the highest product expectations are met.
- Conduct regular staff meetings within the Racquets operation to ensure effective communications
- Enforce all PBCC's Rules and Regulations governing use of the facilities, equipment, dress code and sportsmanship as set forth by PBCC
- Prepare racquets promotional items and event results for PBCC's website, bulletins, e-blasts, etc.
- Oversee the annual budget process, monthly financial performance, and weekly payroll management (PBCC's racquets budget is approximately \$500,000)

### **Instruction**

- Develop and implement a teaching philosophy that embraces PBCC's values and traditions; incorporate standardized teaching methodologies as appropriate
- Provide an appropriate amount of private and group lessons to both adults and children; oversee lessons taught by all professionals
- Play tennis and padel, and provide instruction to members of varying skill levels to encourage skill development and relationship building.

### **Junior Racquets**

- Develop and implement a respected junior program that meets the demand of all the club's juniors. Although seasonally based, the program should be comprehensive, creative, and innovative.
- Proficient in the "USTA's 10 and Under" initiative on teaching protocol.
- Coordinate instruction, competitive and fun playing opportunities for the seasonal junior program.

### **EXPERIENCE, QUALIFICATIONS AND SELECTION CRITERIA**

A minimum of 5 years in a director's role in (preferably) a private, member-owned club with multi-dimensional operations, or leading racquet operations outside of the club industry in a similar hospitality operation. Consideration will also be given to those candidates who are head professionals at exceptional pedigree operations.

#### **Experience**

- Motivator and leader who can bring out the best in others by setting clear goals and expectations, holding them accountable for outcomes, by providing consistent feedback, support and through respectful interaction and professionalism.
- Processes the gravitas to successfully interact with members of an exceptional membership and committee.
- History of innovation and a champion of new ideas and initiatives; looking to consistently improve member experiences and operational efficiency.
- Verifiable strength in working closely with boards, committees, and other key contributors to developing and executing the club's vision
- Exemplary communication (written and spoken) and interpersonal skills; ability to work with committees
- Proven ability to attract, hire, develop, lead, and retain a high performing team of professionals while setting standards of performance appropriate to perpetuating the traditions and values of PBCC
- Exhibit excellent organizational, technological and time management skills
- Running and organizing successful women's, men's racquets team programs
- Developing and staging inter-club events and new member onboarding
- 5.0 racquets playing competency or above.
- Former ATP/WTA playing experience is preferred.

#### **Qualifications and Personal Attributes**

- Member focused, humble, delighted to meet the expectations and requirements of members and their guests
- Possess high energy, sense of humor and genuine desire to interact actively with the membership on a professional and hospitable level
- Understands PBCC's values and exemplifies PBCC's culture
- Strong operational management record
- Knowledge of padel programming is ideal
- Entrepreneurial spirit to create new programs while respecting current desires and traditions to ultimately increase member participation.
- Strong time management skills given broad range of activities and demands.
- Outgoing and comfortable with publicly speaking
- Personal character and charisma

## **EDUCATION AND CERTIFICATION**

The ideal candidate should have earned a college degree and ideally hold certifications with RSPA and/or the PTR. Certification in Padel is a plus. Ideal candidates have graduated or working towards their “Director of Racquets Sports” designation by the University of Florida. This certification is endorsed by the USTA/PTR/RSPA.

## **EMPLOYMENT ELIGIBILITY VERIFICATION**

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

## **SALARY AND BENEFITS**

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package, including association membership.

## **INSTRUCTIONS ON HOW TO APPLY**

Please upload your resume and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to the **Mr. Ron Passaggio, GM/COO** and the **Palm Beach Country Club Search Committee**. Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why PBCC and the Palm Beach area will benefit you, your family, your career, and the Club if selected.

**You must apply for this role as soon as possible but no later than Tuesday, January 14, 2025. Candidate selections will occur late January, with the first and second interviews expected in mid-February. The new candidate should assume his/her role in September 2025.**

**IMPORTANT:** Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Palm Beach Country Club”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Katy Eliades at [katy@kkandw.com](mailto:katy@kkandw.com)

### **Lead Search Executive:**

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