

OVERVIEW

The Charbonneau Country Club (CCC) is the master Home Owners Association (HOA) for the 1627 residential units in the planned community of Charbonneau, located in Wilsonville, Oregon. The HOA is comprised of nine Directors, elected by the residents. The Board President oversees the hiring and oversight of the General Manager.

The General Manager reports to the CCC Board of Directors (i.e. President). The General Manager is responsible for the financial, administrative, and operations of the staff of employees and independent contractors that perform job duties related to the HOA facilities and amenities.

The **Sports Center Manager** is an employee of the Charbonneau Country Club (CCC) and reports to the **General Manager**. The Sports Center is one of the major HOA facilities and encompasses four tennis courts, two of which are double lined to accommodate four pickleball courts.

For ongoing personnel and administrative support, the Sports Center Manager reports to the General Manager.

For maintenance and replacement of major assets, the Sports Center Manager provides recommendations to the Asset Management Committee.

The Sports Center Manager works closely with and directs staff employees and contracted services to support operations.

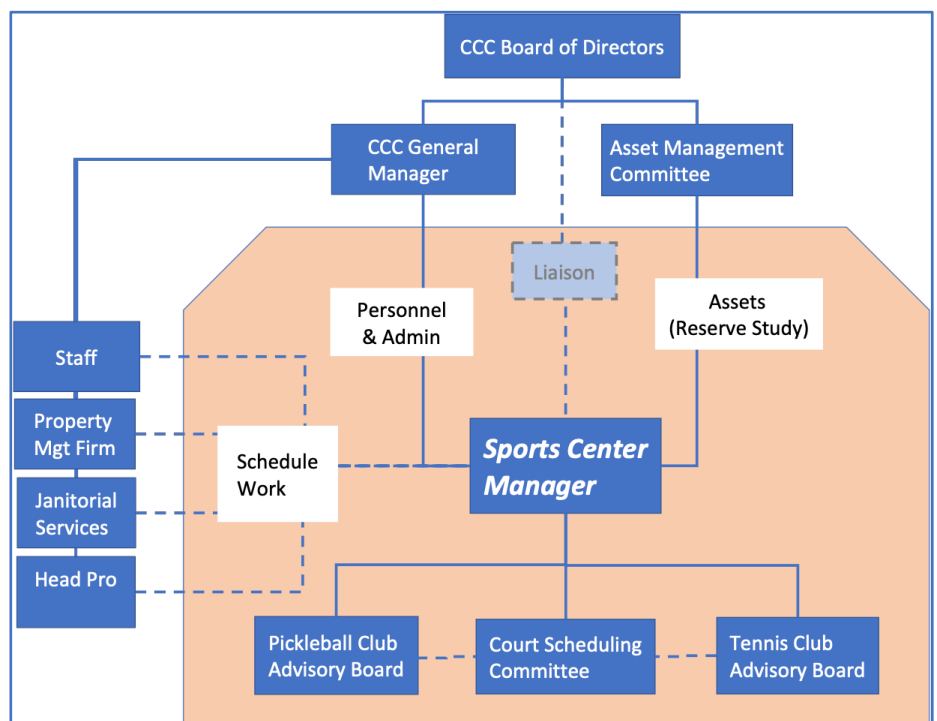
The Sports Center Manager is responsible for operations, maintenance, and use of the Center by the two clubs. A consolidated budget and report will be prepared jointly by the Sports Center Manager and the two clubs.

The Sports Center Manager is responsible to support the Tennis Club and Pickleball Club missions and objectives to provide residents and guests with opportunities to play at all skill-levels.

The Sports Center Manager works closely with the Head Pro and the two clubs for instruction and competitive leagues.

Each club has its own membership and a resident leadership group that act as an advisory board to organize club activities and jointly schedule court times for play, club events, and competitive leagues.

The Sports Center Manager may, from time to time, request strategic visioning, feedback, and facilitation from the Sports Center Liaison who is a member of the Board.



JOB DESCRIPTION

Job Title: Sports Center Manager
Department: CCC Staff
Reports to: General Manager, Jim Meierotto
Effective Date: 9/26/2022

Job Summary: The Sports Center Manager oversees the operation and use of the Charbonneau Sports Center (i.e. Tennis and Pickleball) by the residents and guests of Charbonneau. However, all personnel and financial transactions are performed by the General Manager and other CCC Staff members.

- The Hours of Operation of the club are 7 AM to 10:30 PM, seven days per week, and entry by club members is by coded locks.
- The Hours performed by the Sport Center Manager are defined as 20 hours per week (half time position) and are flexible dates and times of day as determined by the Sports Center Manager to meet the needs of the General Manager, as well as the clubs' and players' events.

Budgets: In conjunction with the two clubs, create and monitor a set of budget/forecast accounts (Operations Fund, and the Capital Improvement Reserve Fund) for the Sports Center. Also provide recommendations to the Asset Management Committee for long-term asset maintenance and replacements as defined in the "Reserve Study".

- It is an objective for the club to have Operations Revenues (membership dues and rentals) that cover the Operating Expenses (variable costs) and provide a Contribution Margin to the Fixed Costs of the Sports Center complex (e.g. contribute to the annual Reserve Requirements).
- However, in the next several years (2022-2025) it is expected that revenues will lag behind operating, capital, and reserve requirements expenses until the club membership and associated dues revenues reach their full potential.

Authorizations: Sports Center Manager may authorize expenditures within the budget approved by the CCC Board or General Manager. The Sports Center Manager may delegate tasks to the Sports Center Pro which will be performed as a rate declared in the Head Professional Agreement.

Club Support: Provide support and direction as required and requested of the two membership clubs: the Pickleball Club and the Tennis Club. Tasks and duties can be delegated to club volunteers depending upon availability and required skills.

- Maintain membership database and email lists.
- Create status reports and content for club newsletters as needed by the General Manager and the Clubs.

Court Scheduling and Coordination: Perform as the Chair of the Committee which:

- Schedules the time allotment and reservation rules for all courts, with special attention to the court areas that are double-lined for two tennis courts or four pickleball courts
- Clubs and Sports Center Manager will monitor actual use of courts compared to reservation system to assure compliance with reservations rules.
- The Sports Center Manager updates the court reservation system per this committee's deliberations.
- Mediate rules, processes, and procedures that require cooperation between the clubs.

Other:

- Direct and oversee the activities of the Head Professional (i.e. court times, use of ball machine and other teaching equipment).

- Handle discipline and termination of club membership in accordance with CCC policy.
- Perform other Sports Center related duties as assigned by the General Manager.

Supervisory Responsibilities:

None. There are no other employees dedicated solely to the Sports Center.

However, Sports Center Manager does provide ongoing direction and oversight of other CCC staff members and contracted services that are needed for the operation of the Sports Center, including but not limited to:

- Staff for processing financial transactions, purchase orders, and other administrative tasks.
- Head Professional for professional instruction and league management
- Janitorial Services
- Property Management Services
- Other contractors or services as delegated by the General Manager

Required Skills/Abilities:

Excellent verbal and written communication skills (e.g. non-profit boards and committees).

Excellent interpersonal and customer service skills (e.g. residents and guests).

Excellent organizational skills and attention to detail (e.g. written policies, procedures, and rules).

Excellent time management skills with a proven ability to meet deadlines.

Strong analytical and problem-solving skills.

Ability to prioritize tasks.

Ability to function well in a high-paced and at times stressful environment.

Proficient with Microsoft Office Suite or related online software or subscriptions (e.g.

Tennisbookings.com, Dropbox.com, Mailchimp.com)

Proficient with online software such as email lists, membership lists, calendaring (i.e. court reservations), and updating basic website pages.

Education and Experience:

High school diploma or equivalent.

At least two years related experience required (e.g. managing sports clubs or facilities).

College level courses or other Professional Certifications relevant to sports management, teaching, or sports business operations is preferred but not required.

Physical Requirements:

Lifting up to 40 pounds of equipment or supplies.

Climbing Stairs (there is no elevator to the second floor).

Operating equipment such as ball machine, ball retriever, floor cleaner, fire extinguisher.

Teamwork: Sports Center Manager (SCM), Tennis Club (TC), Pickleball Club (PC), Head Pro (Pro)

This table provides a guideline, but not a requirement, for the division of responsibilities between the main four groups or individuals that work together at the Sports Center. All of the following tasks are the responsibility of the Sports Center Manager unless otherwise noted.

- Tennis Bookings Systems Administration
- Liaison with Tennis Bookings Corporation (reservation software)
- Coordinate the implementation and testing of new releases of the software
- Develop and maintain system customization requirements
- Chair the Court Scheduling Committee
- Maintain links to club documents
- Maintain software settings
- Maintain list of standard activities
- Post announcements
- Maintain the system support files
- Document the system administration procedures
- Train a backup system administrator Membership relations
- Maintain the Rules and Regulations based upon input from the two clubs
- Maintain the log of membership suggestions
- Follow up on rules violations - provide documentation
- Publish Sport Center newsletters and announcements
- Maintain the new member welcome letter
- Conduct membership surveys and summarize the results
- Maintain a supply of suggestion forms at the sports center Community relations
- (TC & PC) Maintain the Club brochure & distribute to appropriate groups
- (TC & PC) Author Villager articles
- Maintain the Sports Center section of the CCC website
- Publish articles in the Wilsonville newspaper
- (TC & PC) Publish Charbonneau Tennis Club and Pickleball Club community newsletters
- (TC & PC & SCM) Participate in Charbonneau Community Information Day
- (TC & PC) Publish monthly status report to SCM
- Provide reports periodically to the CCC board
- (TC & PC) Maintain club by-laws internal operations
- Develop and maintain Sports Center operating procedures - Reference Guide
- Monitor court usage
- Collect guest fees for deposit by office staff
- Maintain signs
- Maintain standard forms - see the Reference Guide for a description
- Monitor utility bills and other shared services costs
- (TC & PC) Special events coordination
- (TC & PC) Club tournaments
- (TC & PC) Summer barbeque

Coordination and Oversight with CCC Staff

- Head Pro
- Janitorial service
- Charbonneau Country Club Property Manager
- Utilize Staff support as needed

Qualifications and Skills

- Must have a high school diploma or equivalency
- Proficiency in Office with expertise in Microsoft Word, Excel, Publisher and PowerPoint
- Ability and openness to learn new skills
- Work collaboratively with other team members
- Detail oriented
- Superior organization skills and dedication to completing projects in a timely manner
- Have an outgoing personality that enjoys interacting with people
- Exceptional communication skills
- Ability to work a flexible schedule

Compensation

This is a part time, estimated 20 hours per week, position at \$25 per hour. Also included is sick, vacation and holiday benefits. This is a non-exempt position.