



**Job Title:** Pickleplex Club Manager (Barrie) - Full Time

**About Us:** Pickleplex Social Club is positioned to be Canada's largest chain of indoor pickleball clubs open to both members and the general public. Our premier pickleball facility is dedicated to fostering a vibrant community of pickleball enthusiasts. Our clubs offer top-notch courts, coaching, and events designed to enhance the pickleball experience for players of all skill levels. We are committed to providing a dynamic, engaging and FUN environment for our members.

**Position Overview:** We are seeking a passionate and organized individual to fill the role of Pickleball Club Manager. The Pickleball Club Manager will be responsible for overseeing all aspects of club operations, including member relations, facility management, event coordination, financial management and marketing initiatives. This role requires strong leadership skills, excellent communication and financial capabilities, and a deep understanding of the pickleball sport and community. The ability to make each guest feel valued and welcomed each time they step through our doors is an absolute necessity.

**Responsibilities:**

**1. Club Operations:**

- o Manage day-to-day operations of the pickleball club, including facility maintenance, inventory management and club staff scheduling.
- o Ensure a welcoming and inclusive environment for all club members, visitors, and guests.
- o Implement and enforce club policies and procedures to ensure a safe and enjoyable experience for all participants.
- o Support the Manager of Programming and Coaching to communicate clinics, coaching and other coach led events.
- o Hire and train club team members for front desk, pro shop and all other tasks within the club.

**2. Member Relations:**

- o Develop and maintain positive relationships with club members through effective communication and responsive customer service.
- o Address member inquiries, concerns, and feedback in a timely and professional manner.
- o Organize member events, socials, and gatherings to foster a sense of community within the club.
- o Work with club team to increase guest visits and convert guests to members.
- o Manage the communication process between the club and all members and visitors.

**3. Event Coordination:**

- o In conjunction with the Manager of Programming and Coaching, plan, coordinate, and execute pickleball tournaments, clinics, and special events throughout the year.
- o Work closely with sponsors, vendors, and partners to secure support for club events and activities.
- o Manage event logistics, including registration, staffing, and promotion, to ensure successful outcomes.

**4. Marketing and Promotion:**

- o Develop and implement marketing strategies to attract new members and promote club offerings.
- o Utilize social media, email marketing, and other channels to engage with current and prospective members.
- o Collaborate with local media outlets and community organizations to raise awareness of the club and its programs.

**5. Financial Management:**

- o Prepare and manage the club budget, including revenue projections, expense tracking, and financial reporting.
- o Identify opportunities for revenue generation through membership fees, event sponsorships, and other sources.
- o Monitor expenses and implement cost-saving measures to optimize club profitability.
- o Ability to analyze data and recommend changes based on that data.

**6. Technology Management:**

- o Experience with court or facility reservation systems
- o Ability and patience to teach members how to use technology (reservation and membership apps)
- o Ability to use POS software
- o Experience using social media channels and CRM to attract and retain members.

**Qualifications:**

- Bachelor's degree in business, sports management, or a related field
- Previous experience in club management, event coordination, or recreational programming.
- Knowledge of pickleball rules, strategies, and trends within the sport.
- Strong leadership skills with the ability to motivate and inspire others.
- Excellent communication skills, both written and verbal.
- Detail-oriented with strong organizational and problem-solving abilities.
- Smart Serve, First Aid and CPR will be required for successful candidate
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Willingness to work flexible hours, including evenings, weekends, and holidays as needed.

**Benefits:**

- Competitive salary commensurate with experience.
- Opportunities for professional development and growth within the organization.
- Access to club facilities and amenities.

**Application Process:**

Interested candidates should submit a resume and cover letter outlining their qualifications and experience to [careers@pickleplexclub.ca](mailto:careers@pickleplexclub.ca) with the job description name in the title. Only those candidates selected for an interview will be contacted. Thank you for your interest in Pickleplex Social Club. Pickleplex Social Club welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. If you require an accommodation, please discuss your needs with us and we will make every reasonable effort to support you.

Join our team and help us create a vibrant and thriving pickleball community!