

**Racquet Sports Concierge**

The Carriage Club- Kansas City, MO

The Club has a rich and interesting history.

The Carriage Club Main Clubhouse was originally home to the Mission Hills Country Club in 1915 - back when one could drink in Missouri, but not quite as easily in Kansas. Lewis E. Kitchen, realtor and businessman, purchased Mission Hills Country Club’s Missouri property on January 11, 1955. The Carriage Club, Inc. was established in July of 1956.

The Club is a member-owned private club located in the heart of Kansas City, near the Country Club Plaza. The Club’s amenities include tennis with a state-of-the-art tennis pavilion currently under construction and 10 courts including two clay courts along with 2 platform tennis courts, a very active fitness facility, three swimming pools including a competition sized pool with diving well, ice rink, and a sport court. Annual food and beverage revenues total $1.9 million and consist of a la carte dining, private member parties, and Club-hosted events.

“Our vision for Carriage Club is to provide its members, their families, and their guests outstanding social experiences that emphasize friendship, fun and goodwill while enjoying the Club’s premier dining and recreational facilities.”

**What are we looking for?**

The Club is seeking a full-time Racquet Sports Concierge. As our Racquet Sports Concierge you will be our primary communications director and marketing agent for all racquet programming. You will be planning and implementing our special events as well as coordinating court reservations/lessons and clinic reservations. Resort and or country club experience a plus. Strong interactive and organizational skills.

Carriage Club is a unique and highly respected private club in the Midwest. Our members enjoy innovative and high-quality services and programs. Our continued tradition is the result of our Team Members staying true to our Vision, Mission, and Values.

Specifically, we look for demonstration of these Values:

• Hospitality - We're passionate about delivering exceptional Member and guest experiences.

• Integrity - We do the right thing, all the time.

• Teamwork – We are team players in everything we do.

• Ownership – We own our actions and decisions.

In addition, we look for the demonstration of the following key attributes:

• Member Focus • Quality • Productivity • Dependability • Adaptability

**Job Summary**

The Racquet Sports Concierge will be responsible for:

* Organizing and administering supportive communication and marketing initiatives;
* Working in a partnership with the Head Tennis Professional to provide quality service and communication to the Membership;
* Administration and coordination of the Club’s programming involving racquet sports including all special events, exhibitions, and tournaments, etc.;
* Developing increased programming for all racquet activities including clinics, open play, platform tennis, pickleball, etc
* Coordinating the schedule of private lessons and clinics for the pros;

The Racquet Sports Concierge will be the primary source of communications for Racquet Programming, and demonstrate a positive and helpful image that improves the Racquet Department. This is a High Tech/High Touch leadership position. The Racquet Sports Concierge will be the communications point of contact for members, guests and other clubs.

**Qualifications**

Candidate must possess excellent verbal and written communication skills, is affable, well organized, creative and self-starting, able to work both independently and within a team. Proven experience with various social media platforms. Excellent customer service and interpersonal skills are necessary. Knowledge of standard office software packages, e.g., MS Office, PowerPoint, and internet applications is required. The incumbent will be a natural problem solver willing to take initiative to ensure the smooth running of the operation, especially when others of the team are frequently out of the office. Candidate may be required to work from home at times. Undergraduate degree or certificate in a related field is preferred and 3-5 years of experience in a nonprofit or small dynamic organization. Ideal candidate will have a passion and background in racquet sports.

**Hours of Work**

The individual will be required to work 40 – 50 hours per week in a professional environment. There is some flexibility required in the work schedule to accommodate limited work on weekends and evenings to support events or attend committee meetings. Salary will be commensurate with experience and education.

Reports to:

General Manager