Squash Manager – The Boston Racquet Club

Job Description

The Boston Racquet Club is a private squash club in the financial district of Boston, Massachusetts. We are owned and operated by Town Sports International.

This position contributes to TSI’s success by providing excellent programming, management and sales for our squash program in a way that supports our mission, values and guiding principles. The majority of the time will be spent elevating the member experience, leading efforts to create members for life and drive net-member gain and ancillary revenue in the club.

Job Responsibilities

Job responsibilities:

- Growing squash participation within and outside of the club and in the community
- Achieving/exceeding program performance goals for monthly and yearly sales and revenue
- Leading and organizing our signature program, tournaments, leagues, and social events.
- Manage daily administrative duties including reports, payroll, scheduling, etc
- Create and distribute marketing and advertising materials
- Build lasting relationships with participants that includes communication, managing requests, and resolving issues
- Teaching lessons (group and individual) to adults and juniors
- Other duties as assigned including:
  - Responsible for supporting in the successful operation of the club
  - Provide effective operational guidance to club team to successfully execute company programs to achieve a competitive advantage
  - Support General Manager with managing day to day performance of club team members
  - Providing timely, consistent and action orientated feedback that supports TSI’s mission, value and guiding principles and delivering behavioral change for desired results
  - Provide overall accountability for the consistent and effective execution of all operational management, people management, sales and revenue management, and facilities management that meet or exceed company standards.
  - Encourage member participation in BRC activities.
  - Organize, promote, and oversee various club leagues, ladders, teams, and round robins.
  - Grow women’s participation in squash.
  - Work with GM to increase membership.

Requirements

- 1-2 years of prior squash or tennis programming experience required
- Good communication and organizational skills
- Computer and people skills a must
- Demonstrate knowledge on how to grow a squash program
- High level of energy and enthusiasm
- Available for full time schedule that includes evenings and weekends
- Ability to develop programs and complete projects in a timely manner

AED/CPR certified. Please reply to: Michael.Downey@bostonsportsclubs.com