

Director of Developmental Programs

Operating Name: Tennis for Life
Position Title: Director of Developmental Programs
Position Available: As soon as possible
Position Duration: Permanent, Full Time (35 hours per week)
Wage: \$38.46 hourly for 35 hours per week
Work Location: 1650 Foster Ave, Coquitlam
Language of work: English
Vacancies: 1

About Us

Tennis For Life (TFL), located 1650 Foster Ave, Coquitlam, is a fast-growing tennis management and service company and a family of tennis enthusiasts and passionate professionals who deeply care about our tennis coaches, players and families, on and off the court. We have one of Western Canada's most qualified coaching teams and are proud of a culture of courtesy, kindness, reliability, humility, contribution, and gratitude.

Job Details

As the Director of Developmental Programs, you will be entrusted with a key leadership role in advancing our mission by developing, growing and delivering top-tier junior and adult Developmental Programs and initiatives that promote players' retention, improvement, and life-long participation within the center and broader community, including outreach to schools, local organizations/municipalities, and tennis clubs.

This is a dynamic, multifaceted role where your expertise in program and coach development as well as leadership and coaching will directly impact our company's success. You will lead the ongoing development, implementation, and improvement of the entirety of the Developmental Programs, including but not limited to strategic plans, teaching curricula, player and program evaluations and progress reports, players' growth within our program pathways, as well as training and empowering the coaching staff in delivering and achieving the programs' objectives and benchmarks.

You will be reporting directly to the Managing Director and collaborating with the leadership team, and will be leading the coaching staff within your department to ensure consistency, alignment and successful delivery of Developmental programs comprising yearlong and seasonal indoor and outdoor programs, camps, events, related initiatives and more.

This position provides a unique opportunity to shape the future of grassroots tennis in our thriving community and beyond, while creating lasting, positive impacts on players' and coaches' lives alike. To ensure the best possible experience for players, families and staff, you will be expected to model exceptional service, professionalism, and a passion for growing people and communities through tennis.

Below is a breakdown of your key responsibilities and focus areas:

Key Responsibilities

Program Development, Implementation & Improvement:

- Player Development Plans: Lead the development, implementation, and improvement of developmentally appropriate plans, teaching curricula, and progress reports for players of all ages and levels.

- Program Success: Lead the achievement of program's objectives, primarily player improvement, enjoyment and retention.
- Pathway Progression: Ensure that players progress accurately and successfully within our program's pathways. Help players transition from one stage to the next while maintaining a clear focus on long-term development and participation.
- Retention Strategies: Implement strategies (e.g. overseeing players' assessment and evaluations) to increase player retention by fostering a positive and supportive environment for players and their families, addressing individual goals, and nurturing a sense of community.

Coaching Development and Delivery:

- Coaching Methodology: Ensure coaching staff have the competence to implement Tennis Canada coaching methodology – Learner-Centered, Open-Skill, Tactic-First, Integrated Performance Factor.
- High Standards of Delivery: Empower coaching staff to achieve program's objectives (player improvement, enjoyment and retention) by following our teaching curricula and delivering all tennis sessions according to the Quality Standards as learned in Tennis Canada coaching certification courses.
- Improve Point-Play Skills: Ensure all training activities effectively improves players' point play skills regardless of their age and playing level.
- Player Safety & Well-being: Consistently uphold player safety by following Safe Sport and Safeguarding Tennis practices, staying vigilant, and providing positive and supportive environments that promotes players' well-being and growth.
- Coach Training & Development: Provide ongoing support, mentorship and professional development opportunities to coaches – whether it's through formal training sessions, one-on-one mentorship, or feedback after observation – to ensure all coaches are aligned with the program's goals and values, and are equipped with the knowledge, skills, and resources required to achieve program's objectives.
- Teaching Sessions: Lead and teach tennis sessions and programs as required and role model the highest standard of delivery.

Leadership & Relationships:

- Professional and Personable Attitude: Foster a culture of respect, care, kindness, and professionalism. Create an environment where everyone—regardless of age, skill level, or background—feels like part of the Tennis For Life family.
- Exceptional Customer Service: Deliver outstanding customer service to players and their families by being caring, responsive, accessible, and proactive. Regularly seek feedback from players and their parents to assess satisfaction and areas for improvement. Address any concerns in a professional and timely manner and relay pertinent information to the Managing and the Tennis Director when necessary.
- Model Professionalism: Demonstrate best practices on and off the court, being a model of professionalism, communication, and coaching excellence. This includes being punctual, well-prepared, and maintaining a positive and inspiring attitude toward players, families and fellow staff.
- Communication with Leadership Team: Work closely with the Managing Director, Tennis Director, and leadership team to ensure consistency and alignment in the delivery of programs, events, and initiatives. Regularly update on program progress and share insights or challenges.
- Teamwork: Actively contribute to team cohesion by supporting coaching staff and colleagues, offering and seeking feedback, and working collaboratively to continually improve the program.
- Relationship Building: Foster strong, positive working relationships with coaching staff and external partners (e.g., The Tennis Centre, local municipalities/clubs/schools, Tennis BC and Tennis Canada). Collaborate and build a cohesive network that supports the growth of tennis in the community.

Program Growth & Community Engagement:

- Tennis Participation & Promotion: Work to expand the reach of Tennis and our programs within the center and the broader community, including outreach to schools, local organizations, and tennis clubs.
- Organize Events & Leagues: Plan, organize and deliver camps, tournaments, and social and promotional events for players of all ages and skill levels that foster a sense of community.
- Community Building: Cultivate a positive atmosphere at the center where players, parents, and coaches feel connected. Assist in creating and maintaining relationships with external organizations to bring Tennis into their community.

Operational Responsibilities:

- Reports & Documentation: Ensure accurate record-keeping of player development, performance, and attendance. Prepare regular reports on the program's success, including player retention, coach feedback, and development milestones.
- Program Evaluation: Regularly evaluate the success of the developmental programs, using feedback from players, parents, and coaches to make adjustments and improvements as needed.
- Timely Responses: Respond to all work-related communications, including emails, calls, and messages, in a prompt and professional manner.
- Equipment Management: Ensure all equipment is well-maintained and properly stored at the end of each session and the courts are kept tidy and organized at all times.
- Assist When Needed: Be willing and prepared to take on additional tasks or responsibilities that may arise (e.g., covering sessions, supporting staff, or helping with administrative tasks) ensuring the program's success and smooth operation.

Key Requirements and Attributes**Commitment to Service Excellence:**

- Going above and beyond to meet the needs of players, families, coaches, and the organization and its partners via a Powered-On and Energized Service-First mentality
- Committed to developing and delivering top-tier services and programs that lead to players' retention, improvement, and life-long participation.

Tennis Industry experience:

- Minimum 15+ years of full-time coaching experience in established organizations/clubs.
- Minimum 10+ years of directorial or managerial role in established organizations/clubs.
- Solid understanding of club and community level tennis business and operation.

Programming Expertise:

- Proven track record in program and curricula development.

Coaching Expertise:

- Tennis Canada Club Professional 2 certified or higher.
- An active member of the Tennis Professional Association (TPA).
- Highly competent in implementing Tennis Canada coaching methodology.
- Highly passionate and competent in coaching recreational junior and adult players.

Coaching Development Expertise:

- A Tennis Canada Coach Developer for Instructor/Club Professional certification courses.

- Proven track record in leading, training, and inspiring a team of coaches to perform at their best while fostering professional growth, collaboration and mutual respect.

Administrative Proficiency:

- Effective and efficient in performing all administrative tasks and responsibilities.
- Ability to manage multiple duties and deliverables effectively and efficiently.
- Proficient at business English and using MS Word, Excel and PowerPoint
- Business or Sport management/administration education is preferred.

Professionalism and Communication:

- Exhibit the highest standards of professionalism both on and off the court.
- Strong interpersonal and communication skills (honest, approachable, clear, and concise).
- Ethical, good judgement, personable, motivated, dependable, proactive and flexible.

Flexible Work Place, Hours, and Attitude:

- Able to maintain a high standard delivery while working indoor or outdoor, in a noisy environment and standing for extended periods.
- Available to work, Monday to Sunday (working shifts can vary from 7am to 11pm).
- Demonstrate flexibility and a solution-oriented approach to handling challenges that may arise in day-to-day operations.

Benefits

- Team building events & activities
- Free on-site parking
- Professional development and educational opportunities
- Career advancement opportunities

Who Can Apply

Only apply to this job if you have authorization to work in Canada. If you are not authorized to work in Canada, do not apply. The employer will not respond to your application.

How to Apply

Please email your application to: hassan@tennisforlife.ca

Here is what you must include in your application:

- Cover letter and resume
- Proof of the requested certifications