



# P/T Assistant Squash Professional

We are seeking a part time Assistant Squash Professional to join our Squash team. Our Squash team provides a safe, enjoyable atmosphere with the highest standard of excellence. The Club is looking for someone to serve as a Coach for all member's needs. This will include group, private and semi-private lessons for all ages and any other knowledge based Squash and North American Doubles instruction. The most important areas for the individual hired will be their coaching skills, availability to work weekends and their ability to provide excellent member service. Other responsibilities may include organizing programs, leagues, events, tournaments and guest instructors. There may also be involvement with the Squash Committee and Interclub.

## *Responsibilities:*

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- Provide excellence service to members and guests
- Ensure timely and effective two way communication (verbal, written) between members and staff
- Ensures members adhere to rules and regulations
- Effectively address member concerns and complaints immediately if possible, and take to Supervisor when needed
- Ensure the personal delivery of high quality programs, services, lessons and tournament coaching.
- Regular weekend coaching at the Club as well as at tournaments at other Clubs
- Achieve annual service standards
- Actively contribute to department teamwork and collaboration
- Ensures the physical areas are well appointed, clean and maintained
- Ensures compliance with all Glencoe Health and Safety standards and the Alberta Occupational Health and Safety regulations
- Participates in personal development opportunities such as ongoing education in Squash and services skills
- Attends staff meetings and training sessions

## *Qualifications:*

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- NCCP Certification (or international equivalent) is required
- North American Doubles experience
- Current Standard First Aid/CPR/AED certification is required or training will be provided
- Experience in an equivalent position
- A passion for squash and an ability to play at a competitive playing level
- Experience organizing tournaments and events of all sizes utilizing other Club departments
- Knowledge of the operation and maintenance of squash facilities
- Proficient computer, organizational and time management skills
- A diplomatic personality able to foster relationships with members and employees
- A team player who can be part of a team and execute exceptional member service
- High standards of ethics, honesty and integrity

This is a permanent year-round, part time position consisting of less than 25 hours per week. The successful applicant must be available for regular weekend shifts and a variety of evening shifts.

The successful applicant will be required to complete a Vulnerable Sector background check, and a Respect in the Workplace and Respect in Sport online certification.

Qualified applicants are invited to submit their cover letter and resume to [hr@glencoe.org](mailto:hr@glencoe.org) by August 15, 2018 for a potential September 2018 start date.