CLUB COACH JOB DESCRIPTION

(SAMPLE ONLY)

**REPORTS TO:** Squash [Club] Board / Management Committee

**LOCATION:** [Club]

**HOURS OF WORK:** Casual (as needed)

**KEY RELATIONSHIPS:** Existing Club Members

 Potential Club Members

 Other Club Coaches

 Schools

 Volunteers

 Regional Squash District Association staff

 District CoachForce Officer / Facilitator

 Regional Sports Trust staff

**ROLE PURPOSE**

The Club Coach is responsible for providing services for players of all ages and abilities through junior, youth and adult coaching programmes. Specifically:

* Providing exceptional customer service to current and potential [Club] customers and ongoing promotion of the [Club]’s products and services.
* Delivery of initiatives to increase involvement of key stakeholders in coaching programmes.
* Maintaining a positive profile for Squash in the wider community.
* Communication and consultation with staff and volunteers to ensure the delivery of these activities meet industry best practice standards and customer expectations.

**KEY CONTRIBUTION AREAS AND STRATEGIC OUTCOMES**

**Organising and Operating**

* Develop, deliver and promote high quality on court coaching as part of the junior programme ensuring effective customer interaction and engagement.
* Deliver exceptional customer service to [Club’s] regular user groups, current and potential customers.
* Assist the [Club] to research and implement opportunities to expand the squash programming offerings to increase involvement from the local communities, and maximize utilization of the facilities.
* Ensure adherence to all policies and procedures in the operation of the venue’s programmes and services.
* Implement opportunities to expand squash coaching activities to increase involvement from the members and local communities, and maximize utilization of the facilities during off-peak periods.
* Monitor and respond to participation trends within the squash industry to identify and facilitate opportunities for expanding current offerings in specific target markets.
* Assist in providing promotional support to specific [Club] programmes and events as required.

**Health and Safety**

* Actively report workplace hazards, injuries and accidents arising from workplace activities, providing recommendations for corrective actions to prevent or minimise the chance of recurrence.
* Ensure compliance with the Workplace Health and Safety Act to ensure you do not expose [Club] or others to an unnecessary risk.

**Relationships**

* Develop and foster a relationship with parents to ensure development of their children.
* Develop and foster relationship with [staff] to ensure the ongoing development and promotion of programmes to customers.
* Develop and foster a relationship with [staff] to ensure consistency of programme delivery and ongoing development and implementation of new programmes.

**Systems and Reporting**

* Monitor, evaluate and report on participant numbers program attendance and absences.
* Regularly monitor, report on and react to the satisfaction levels of programmes delivered.

**Maintenance**

* Inspect the courts/facility on a daily basis prior to the start of play and ascertain that all necessary maintenance has been performed.
* Keep The Club informed on the status of the club and equipment for the purpose of budgeting for replacement and repair items.
* Ascertain that all areas of the squash club/facility are neat and clean at all times.

**Squash Pro Shop operations**

* Keep pro shop in clean and presentable condition.
* Maintain hours of operation of the pro shop agreed upon by management and The Club.
* Maintain squash merchandise at a reasonable level commensurate with members’ needs.

## PERSON SPECIFICATIONS

**Essential**

* Squash New Zealand recognized qualifications (or equivalent).
* Current First-Aid certificate.
* Police check.
* Experience delivering squash programmes.
* Exceptional customer service skills.
* Well-developed inter-personal skills.
* High level of playing knowledge and ability.
* Passionate about ensuring the success of Squash in [region].

**Desirable**

* Experience of squash coaching at all levels.