



Class Specification

Class Title: Tennis Operations Technician

GENERAL DESCRIPTION OF CLASS

The purpose of this position is to support and coordinate daily operations of the City's tennis programs and Tennis Center. This role assists with program delivery, facility scheduling, customer service, and on-site supervision of staff and activities. The position works under the direction of the Recreation Administrator or designee.

TYPICAL TASKS	
<p><i>The tasks listed below are representative of the time spent working in this class. Management may assign additional tasks related to the class as necessary.</i></p> <ul style="list-style-type: none"> Coordinates daily operations of the Tennis Center, including court scheduling for public use, programs, camps, and events Assists in the implementation of tennis programs, including lessons, leagues, and tournaments Provides on-site leadership and direction to part-time staff, instructors, and volunteers Supports program promotion efforts and assists with community outreach to increase participation Assists with resolving customer concerns and responding to routine inquiries related to programs and facility use Maintains accurate program records, participation data, and basic operational reports Assists with monitoring program revenues, fees, and basic financial tracking Ensures courts, equipment, and facilities are prepared and maintained for safe and effective use; coordinates maintenance needs with appropriate staff Maintains inventory of supplies and equipment and assists with procurement as needed Supports scheduling and coordination with local schools, organizations, and community groups Assists with staff training and provides input on performance and daily operations Ensures adherence to City policies, safety standards, and program guidelines Demonstrates regular and punctual attendance. Performs other related duties as required 	
GENERAL STANDARDS	
Data Involvement	Coordinates or determine time; place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Instructs or train others through explanation, demonstration and supervised practice or make recommendations based on technical expertise.

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Asset Responsibility	Requires some responsibility for achieving considerable economies and/or preventing major losses through the management of a budget for large department.
Mathematical	Uses addition and subtraction, multiplication and division, and/or and calculate ratios, rates and percentages.
Communications	Reads journals, manuals and professional publications; speaks informally to groups of co-workers, staff in other organizational agencies, general public, and people in other organizations and presents training; composes original reports, training and other written materials, using proper language, punctuation, grammar and style.
Judgment	Decision-making is a significant part of the job, affecting a large segment of the organization and the general public; works in a dynamic environment, responsible to assist in developing policies and practices.
Complexity of Work	Performs supervisory work involving policy and guidelines, solving both people and work-related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.
Impact of Errors	The impact of errors is moderately serious – affects work unit and may affect other units or citizens
Physical Demands	Performs light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of mechanical or electronic office or shop machines or tools within moderate tolerances or limits of accuracy.
Equipment Usage	Establishes methods and procedures for acquiring and handling of work aids involving extensive latitude for judgment regarding attainment of a standard or in selecting appropriate items.
Unavoidable Hazards	None
Safety of Others	Requires considerable responsibility for the safety and health of others and/or continuous enforcement of the laws and standards of public health and safety.
EDUCATION, EXPERIENCE AND ADDITIONAL REQUIREMENTS	
Education and Experience	<ul style="list-style-type: none"> • High School diploma or successful completion of a GED; Associate’s degree preferred. • A minimum of three (3) years of experience in tennis program organization, tennis tournament experience at a local and regional level. • A combination of education and experience may be considered for this position.



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Certifications, Licenses, and Other Qualifiers	<ul style="list-style-type: none"> • Must possess a valid driver’s license and must have and maintain a satisfactory driver’s record based on the City of Hampton’s criteria. • Must successfully pass a background check prior to any offer of employment or promotion. • Must possess CPR/First Aid certification or be able to obtain within six months of employment.
Additional Requirements	<ul style="list-style-type: none"> • Requires effective communication with internal and external customers. • Requires some travel throughout the City. • Ability to work evenings, weekends, and special events as needed. • The incumbent may be considered “essential personnel” during City emergency situations or at the direction of the City Manager which may include long hours and unusual schedules.
AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS	
<p>ADA requires the City of Hampton to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees may discuss job accommodations with management.</p>	

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.

The City of Hampton is an equal opportunity employer.