



# Facility Manager – Premier Pickleball Facility

## Position Summary

The Facility Manager is the on-site leader responsible for launching, operating, and growing a PickleTex Premier Pickleball facility. This hands-on role oversees all aspects of facility operations, staff leadership, programming, member engagement, customer experience, and event coordination.

As the face of the facility, you'll ensure a welcoming, efficient, and community-centered environment where players of all levels feel excited to play, connect, and return. This is a unique opportunity to help build a high-quality pickleball club from the ground up while shaping its culture, standards, and long-term success.

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## Key Responsibilities

### Pre-Opening (Startup Phase)

- Support all final preparations for launch, including vendor coordination, equipment setup, and operational system implementation.
- Assist ownership in developing pricing models, court scheduling, policies, software configuration, and pro shop layout.
- Recruit, hire, and train the initial team (front desk, instructors, operations, and maintenance).
- Plan opening-week events, launch programming, and marketing initiatives to generate buzz.

- Establish operational procedures for check-in, customer service, POS, reservations, and safety.
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## Facility Operations

- Oversee daily operations to ensure courts, social areas, and restrooms are clean, safe, and fully ready for play.
  - Manage scheduling for member play, non-member reservations, clinics, leagues, and special events.
  - Monitor court conditions, lighting, nets, equipment, and amenities to maintain top-tier playability.
  - Handle vendor relationships for maintenance, cleaning, repairs, and supplies.
  - Optimize operational efficiency through staff scheduling, inventory management, and performance tracking.
  - Resolve customer concerns promptly and ensure consistent, high-quality service.
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## Membership & Guest Experience

- Create a warm, community-focused atmosphere where all members and guests feel welcome.
  - Serve as the primary point of contact—greeting players, answering questions, and ensuring a smooth experience.
  - Support membership sales, renewals, and retention through genuine engagement and proactive service.
  - Communicate with members via newsletters, email updates, program announcements, and social content.
  - Manage non-member access and balance member perks with community inclusion.
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## Staff Leadership & Culture

- Recruit, onboard, train, and lead a high-performing team across front desk, operations, and maintenance roles.
- Foster a culture of hospitality, professionalism, and accountability.
- Create staff schedules and ensure coverage during peak hours.

- Provide coaching, performance feedback, and hands-on leadership—stepping in wherever needed.
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## Programming & Events

- Collaborate with certified coaches to schedule lessons, clinics, youth programs, and social play formats.
  - Organize tournaments, round robins, mixers, leagues, and community events to grow engagement.
  - Work with local businesses and sponsors for event partnerships and promotional opportunities.
  - Support marketing efforts through social media activity, event photos, and community outreach.
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## Marketing, Growth & Community Outreach

- Partner with ownership to execute local marketing, digital campaigns, and community partnerships.
  - Build relationships with schools, clubs, businesses, and recreation organizations.
  - Represent PickleTex at community events and networking opportunities.
  - Use member data, usage reports, and sales trends to inform programming and operational decisions.
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## Financial & Administrative Management

- Assist with budgeting, revenue tracking, and inventory control.
  - Manage POS systems, court booking software (e.g., CourtReserve), and daily financial reporting.
  - Process payroll, purchases, and supplies as needed.
  - Report key performance metrics and provide recommendations to ownership.
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## Qualifications

- Bachelor's degree in Sports Management, Recreation, Business, or equivalent experience preferred.

- 2–4+ years of experience in sports, recreation, facility, fitness, or hospitality management.
  - Strong leadership and communication skills with the ability to motivate and manage a small team.
  - Customer-service oriented and passionate about creating a welcoming, community-driven atmosphere.
  - Familiarity with pickleball rules, formats, and culture (playing experience a plus).
  - Proficiency with booking systems (e.g., CourtReserve), POS platforms, and scheduling tools.
  - Ability to work evenings, weekends, holidays, and special events.
  - CPR/AED/First Aid certification or willingness to obtain.
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## Physical Requirements

- Ability to stand, walk, and be active for extended periods.
  - Ability to lift or move up to 50 pounds during setup and facility tasks.
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## Why You'll Love This Role

- Lead a brand-new pickleball club and help build a vibrant community from day one.
- Competitive salary with performance-based bonuses.
- Paid vacation, 401(k), access to health, dental, vision, and disability insurance.
- Company car (Regional Manager level)
- Free facility access and complimentary family membership.
- Opportunity to grow with the business into a regional leadership role.