



Kingston Pickleball Club (KPC)

Job Description

Position: General Manager Pickleball Operations/Head Professional

Position Type: Full-Time, Permanent

Location: Kingston, Ontario

Reports To: President of the Board of Directors

Position Summary

The Kingston Pickleball Club (KPC) is seeking an energetic, visionary, and collaborative leader to serve as its General Manager Pickleball Operations/Head Professional.

Reporting to the Board of Directors through the President (or designate of the Executive Committee), the General Manager is responsible for the overall leadership of the Club's pickleball programming, daily operations, staff and volunteer leadership, financial management, and member experience.

The General Manager will work closely with the Board to implement the Club's strategic plan while exercising independent leadership over day-to-day operations. This position requires an individual who is equally comfortable leading on the court, managing people, building community partnerships, and operating a growing not-for-profit sports organization.

The successful candidate will foster a welcoming, inclusive, and high-performance culture that serves recreational, intermediate, and competitive players while positioning Kingston Pickleball Club as one of Canada's leading pickleball organizations.

Governance and Reporting

The General Manager reports directly to the President (or Executive Committee member designated by the Board of Directors).

The Board establishes the strategic direction, policies, and annual priorities of the Club.

Board members and committees provide advice and recommendations through the Board of Directors.

Operational direction and performance management are provided by the General Manager Pickleball Operations/Head Professional to ensure clear accountability and effective governance.

Leadership Responsibilities

The Director provides overall leadership for the Club by:

- Implementing the Board's strategic priorities.
 - Leading a positive, inclusive, and member-focused culture.
 - Managing daily club operations.
 - Building strong relationships with members, volunteers, staff, sponsors, and community partners.
 - Representing the Club professionally within the local and provincial pickleball community.
 - Identifying opportunities for innovation, growth, and continuous improvement.
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Club Operations

The General Manager is responsible for the efficient operation of the Club, including:

- Managing all daily facility operations.
- Overseeing court scheduling and utilization.
- Supervising the Operations and Facilities Coordinator.
- Managing CourtReserve and other operational software.
- Coordinating facility maintenance and cleanliness.
- Working with the Facilities Committee on capital improvements and maintenance priorities.
- Ensuring compliance with health and safety standards, Club policies, and applicable legislation.
- Managing pro-shop operations and inventory (if applicable).

Programming & Member Experience

The General Manager will lead the development of a comprehensive programming strategy that reflects the diverse interests and abilities of Club members.

Responsibilities include:

- Developing annual programming plans.
- Overseeing leagues, clinics, lessons, tournaments, socials, and special events.
- Creating clear player development pathways from beginner through competitive play.
- Monitoring participation trends and member feedback.
- Evaluating programs to maximize court utilization and member satisfaction.
- Ensuring programming supports inclusion, accessibility, and community engagement.

The General Manager will serve as a visible ambassador for the Club, maintaining a regular presence throughout the facility and building positive relationships with members.

Coaching Leadership

The General Manager provides leadership to the Club's coaching team by:

- Leading and developing the Club's coaching team by recruiting, scheduling, and supporting the teaching professionals.
 - Establishing and maintaining high coaching standards by fostering a collaborative, team-based approach to coaching, programming, and skill development for both coaches and members.
 - Delivering coaching services as required, including selected private lessons, clinics, and specialty programs, while balancing operational responsibilities
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Financial Management & Business Development

Working collaboratively with the Treasurer and Finance Committee, the General Manager will:

- Develop and monitor annual operating budgets, financial performance, and regular operational reporting.
 - Identify opportunities to improve operational efficiency, financial sustainability, and member value.
 - Support revenue growth through memberships, programming, sponsorships, partnerships, events, and other business development initiatives.
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Volunteer Leadership

Recognizing that volunteers are essential to KPC's success, the General Manager will:

- Recruit, train, schedule, support, and recognize volunteers.
 - Foster an environment where volunteers feel valued and engaged.
 - Work collaboratively with volunteer committees.
 - Ensure volunteers understand their roles and responsibilities.
 - Encourage leadership development among volunteers.
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Board & Committee Collaboration

The General Manager will:

- Attend Board meetings as an ex-officio member.
 - Provide monthly operational reports.
 - Report on programming, finances, membership trends, and strategic initiatives.
 - Collaborate with Board committees to implement Board-approved priorities.
 - Provide professional advice and recommendations to support informed Board decision-making.
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Leadership Competencies

The successful candidate will demonstrate:

- Strategic thinking
 - Strong organizational leadership
 - Excellent communication skills
 - Financial and business acumen
 - Volunteer engagement and relationship building
 - Conflict resolution and problem-solving
 - Team development and staff leadership
 - Member service excellence
 - Adaptability and innovation
 - Integrity and professionalism
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Qualifications

Education & Experience

- Minimum three years of progressively responsible leadership experience in sport, recreation, hospitality, or club management.
- Experience working with volunteer Boards and not-for-profit organizations is considered a strong asset.
- Demonstrated experience leading teams and managing staff.
- Experience developing sport programming and member services.
- Experience managing budgets and operational planning.

Pickleball Qualifications

- Certified Pickleball Teaching Professional with qualifications through NCCP preferred (PPR, IPTPA equivalent will be considered).
- Strong playing and coaching ability.
- Passion for growing the sport of pickleball.
- CPR and First Aid Certification is an asset (or ability to certify).
- Vulnerable Sector Check (VSC) is a requirement for the successful candidate.

Technical Skills

- Experience using club management software such as CourtReserve.
 - Proficiency with Microsoft Office or equivalent productivity software.
 - Strong written and verbal communication skills.
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Hours of Work

This is a full-time position requiring a 40- hour work week with flexibility to workdays, evenings and weekends as needed to support Club operations, programs, tournaments, special events and member needs.

Decision-Making Authority

The General Manager has authority over the day-to-day operation of the Club within Board-approved policies and budgets.

The General Manager is expected to exercise sound judgment in operational decision-making while keeping the Board appropriately informed of significant issues, risks, and opportunities.

Performance Measures

Success in this role will be evaluated through:

- Member satisfaction and engagement
 - Membership growth and retention
 - Financial performance
 - Program participation
 - Court utilization
 - Volunteer recruitment and retention
 - Staff development
 - Quality of programming
 - Achievement of strategic plan objectives
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Compensation

The compensation package includes:

- Competitive salary (\$55,000–\$80,000, commensurate with experience)
 - Performance-based incentive opportunities
 - Revenue sharing for approved instructional programming
 - Opportunity to operate an on-site pro shop under Board-approved policies
 - Professional development funding
 - Vacation
 - Club membership privileges
 - Club apparel allowance
 - Additional benefits as approved by the Board
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KPC is committed to creating an inclusive, welcoming, and respectful environment for all members and employees. We encourage applications from individuals of diverse backgrounds who share our passion for community, leadership, and the continued growth of pickleball.

How to apply:

Please submit your on-line application to: boardofdirectors@kingstonpickleballclub.com

Closing date: August 4, 2026

While we value each application, only those advancing in the recruitment process will be contacted.