



**Position Business Manager**

**Summary**

Tennis Memphis is seeking a highly professional, experienced and motivated individual for the position of Business Manager. You will be responsible for ensuring the efficiency, effectiveness and accountability of business operations. The ideal candidate will be well-versed in all aspects of business management including finance, human resources and administration. We are looking for a mission-driven and principled professional to provide leadership as Tennis Memphis continues to enhance and expand its operations. This position reports to the Executive Director.

**Responsibilities and Duties:**

- Oversee and monitor organization's activities and develop efficient processes and systems for business operations
- Organize people and processes, lead groups toward a single goal
- Coordinate with team leaders to establish strategic goals by gathering pertinent business, financial, service, and operations information; identifying defining objectives; evaluating outcomes
- Oversee staff operations by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards
- Enforce quality and customer service standards by analyzing and resolving quality and customer service problems, identifying trends; recommending system improvements
- Communicate objectives to employees and inspire them to achieve objectives
- Use leadership skills to provide direction to employees through operations knowledge, coaching, and business directives
- Accomplish financial objectives by preparing an annual budget and reports scheduling expenditures; analyzing variances; initiating corrective actions
- Assess the performance of the organization against the business's goals and plans
- Perform human resource activities and ensure compliance with organization's policies
- Develop and track metrics, performance measures for programs and activities at multiple locations
- Develop and maintain organizational procedures and systems for office personnel, including filing, billing, accounts payable, payroll, and scheduling
- Manage day to day office functions
- Manage accounting system, bank reconciliation, payroll, budgets
- Oversee Player Card purchases, renewals, database and communications
- Oversee Permanent Court Time (PCT) purchases, renewals, database and communications
- Track Program fees and participation for accuracy and ensure daily reconciliation of tennis center business and activities and that deposits are made

- Develop annual report demonstrating program support, operation activities, fundraising and organization's impact
- Provide assistance to Executive Director
- Organize staff meetings and attend board meetings
- Manage 2-3 direct reports
- Book travel and accommodation for staff and players
- Prepare reports, presentations and letters
- Manage correspondence, complaints and queries received by administration
- Negotiate with suppliers and vendors

### **Required Qualifications and Skills**

- Bachelors degree or beyond
- Min. 10 years business administration, management, and finance related experience
- Min. 2 years nonprofit experience
- Working experience with Quick Books and audit preparations
- Excellent leadership, planning, organizing, time management and strategic thinking skills required
- Strong critical thinking, problem solving, analytical, detail oriented mindset required
- Adept at managing people
- Project management skills including multi tasking
- Excellent communication and interpersonal skills, including verbal, written and computer.
- Ability to manage conflict between employees and business partners
- Performance management and Customer/Client Focus
- Ability to collaborate and thrive in a team environment
- Ability to adapt and be flexible to changing circumstances, including flexibility in working hours

### **Application Process**

- Submit a resume to [slang@tennismemphis.org](mailto:slang@tennismemphis.org)
- Interviews will begin as applications come in and candidates are shortlisted
- The successful applicant will be expected to undergo a background check prior to final offer being made
- Start Date: ASAP