

Glen Cairn Tennis Club
Job Description-Court Steward

Overview of position: the Court Stewards will be responsible for ensuring that the day to day needs of the club are met as outlined below. The Stewards shall abide by the club rules, court etiquette and purpose/vision statements. The Stewards are Ambassadors for the tennis club. These are part-time positions that include morning, evening and weekend shifts.

Location Kanata South, 70 Castlefrank Drive

Term: May to end of August with option to extend to October

Required: Post-secondary education or higher, Level C First Aid and AED, PRC (Police Records Check). An interest in or knowledge about tennis is an asset, but not essential.

Wages: \$18.00 flat rate

Reports to: Steward Supervisor

Job responsibilities:

Customer Service:

1. Be prompt and on time to start shift.
2. Be consistently courteous, polite and introduce yourself to members and visitors.
3. Be aware of what is happening on the courts at all times.
4. Be knowledgeable of all the rules regarding court behaviour and enforce them in an authoritative but friendly manner. They can be found posted in the clubhouse or on our website.
5. Keep track of members and non-members playing on the courts (bookings, time started, conduct, etc)
6. Be aware of the day's events and any upcoming events. Post all notices as required.
7. Organize/coordinate all drop-in socials, mornings and evenings.
8. Check and reply to phone/text messages at the beginning of each shift. When answering the phone, identify the name of the club and the name of the steward speaking. Maintain a daily voice mail log. Lock the cell phone away at night in the office filing cabinet.
9. Report all issues promptly to the Steward Supervisor and/or one member of the Executive. Record issues in the communication book.
10. Cooperate with the Executive and other volunteers to ensure that the club runs smoothly for the benefit of the members.
11. Summer camps, private lessons and skills development are contracted out to The National Tennis School. Direct any enquires from members or non-members directly to the NTS. nationaltennisschool.com
12. Before leaving for the evening, give members a 5-minute warning that the clubhouse will be locked shortly. Lights to courts turn off automatically at approximately 11:10 pm. Ensure to close and lock all windows, close and lock inside doors, close all blinds, turn off lights, lock clubhouse door (double check it) and double check that court gate is locked.

Maintenance:

1. Follow the daily and weekly duties/maintenance schedule for each shift. See Appendix A in the Steward Manual.
2. Keep courts, patio, pathway and grounds in good condition by blowing, sweeping, raking, picking up garbage and weeding.
3. Ability to use simple yard tools such as a leaf blower, weed wacker or rake.
4. Ensure the clubhouse is in order by completing various assigned cleaning duties as listed.
5. Prepare and place garbage and recycling for collection weekly.
6. Perform any additional tasks as needed or assigned.

The Club will reimburse the Stewards for their Police Records Check upon presentation of a receipt.

No money or payments will be exchanged between the Steward and a member. Registration, Guest Fees and Event Fees are all administered online.

Stewards must contact the Steward Supervisor when they are unable to work.

Stewards are provided with a Manual that outlines in detail all of the aspects of the position.

Paid orientation and training is provided.

Send CV and contact information to info@glencairtennis.ca by March 15, 2026. Successful candidates will be contacted for an interview.