



CITY OF *Sumter*
SOUTH CAROLINA

VACANT POSITION

Services Coordinator
Palmetto Tennis Center

Job Purpose: Responsible for coordinating and maintaining the administrative and customer service operations at the Palmetto Tennis Center (PTC), ensuring a high-quality experience for customers, guests, and staff.

- Works with staff to provide the highest level of customer service to our internal and external customers.
- Greets customers and guests, answer inquiries, provides information on available services and programs, directs calls, and takes messages.
- Maintains the PTC email and distributes information as needed.
- Assists with scheduling, coordinating, and maintaining tennis activities, including court assignments and enrollment of the public in tennis programs and events.
- Provides support for PTC programs, activities and special events as needed.
- Coordinates and manages all PTC social media accounts, promoting activities, events, and the center through consistent and timely communication. Ensures the PTC website is regularly updated and accurate.
- Collects, enters, and maintains all player-customer information into the POS database.
- Supervises, trains, and creates schedules for all part-time staff.
- Reconciles daily financial information from the POS system.
- Conducts a monthly inventory check of all Pro Shop inventory items.
- Serves as a back-up for Manager on Duty responsibilities.
- Assists in a variety of duties during special events and tournaments.
- Performs exceptional service to internal and external customers.

Required Knowledge, Skills, and Abilities:

- Strong organizational and multitasking skills
- Excellent communication and interpersonal abilities
- Knowledge of tennis and its terminology (beneficial but not required)
- Ability to work well in a fast-paced environment and manage multiple priorities
- Proficient in Microsoft Office
- Must be able to work evenings, weekends, and holidays as required
- The role may involve standing for extended periods, as well as some light physical labor (e.g., moving tennis equipment, assisting with set-up for events).

Minimum Qualifications: High school diploma or equivalent and 1 - 2 years experience in customer service or administrative related position or any combination of education and experience that provides the required knowledge, skills, and abilities. Must possess a valid South Carolina Drivers License.

Deadline to Apply: **Open until filled**

Apply online at www.sumtersc.gov or

mail resume with cover letter along with application to:

City of Sumter Human Resources
21 N. Main Street
Sumter, SC 29150

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