



DIVISION COORDINATOR – JOB DESCRIPTION

An MCTA Division Coordinator is a volunteer responsible for promotion, recruitment, outreach, oversight, support, technical assistance and guidance to a specific Division – unique Divisions include Adult gender based, Adult Ladies Day, Senior including gender based, Senior Mixed, Senior 60, Adult Mixed, Combo, Mixed Combo and Tri Level leagues. One or two volunteer coordinators may represent each Division at the discretion of the Vice President of Adult Programs/Leagues.

Division Coordinators will:

- Act as **liaison between Vice President of Adult Programs**, professional Leagues staff and Division Team Captains;
- Play the **primary role in recruiting new/additional players** for Division teams in need of players – **promote and reach out to the community to secure new captains**; work closely with staff to circulate **Players' List** in a timely and efficient manner; this is your most important role – you are the cheerleader, promoter, liaison to the community and we need you to bring in captains and players. How do you do this? Send emails to friends, team mates, captains; make personal calls; and examine community sectors in an effort to **recruit** new captains. Remember, **personalized high touch efforts are key!!**
- Maintain an e-mail distribution list of all Division team captains and their designated representatives (Co-Captains, Acting Captains)- the names and emails will be provided for the Division Coordinator by MCTA staff;
- Ensure that Team Captains receive in timely fashion all communication sent from Adult Programs Vice President (Committee Chair) and Executive Director/staff;
- Act as mediator, when possible, to resolve disputes between teams in the Division in order to prevent escalation of incidents and in an effort to preclude formal grievances;
- Act as “mentor” for new captains – when possible, ask a seasoned captain to act as a ‘partner’ for a new captain;
- Act as conduit from captains to league management on common issues, such as consensus views on Division formats and number of matches to be played; and
- Act as a springboard for actions, policy change, and procedural shifts and in general represent the Division on all pertinent matters.

Hints and Tips for Successful Division Coordinators

- Be available! Captains need to know you welcome their contact, and advise them how best to do so (e-mail, telephone, etc.);
- Be a promoter; believer and cheerleader for MCTA Leagues;
- Be objective. Don't let your own involvement as a league player interfere with your responsibilities as a Division coordinator – remain neutral;
- Be honest and candid in your dealings with captains;
- Establish yourself as a resource to your captains. Know what resources are available on the MCTA website and know how and when staff can facilitate. **Know the rules**, and especially be familiar with the answers to the most common issues/problems - **staff will provide all Division Coordinators with a guide to the most commonly asked questions and accurate responses;**
- Familiarize yourself with the advancement progression applicable to your Division, so you are positioned to respond to questions about advancement and as necessary refer captains to the appropriate site/office for assistance (District or Section); and
- Download and review MCTA's **Using Tennislink** Tutorial (on the MCTA website, look under Leagues/Resources). It will position you to answer many captains' basic questions: how to enter scores; how to find contact information for other captains; how to print blank scorecards; etc.
- Never hesitate to ask for advice, guidance and assistance. Staff is your best starting point for help.

We are grateful for your important contribution and the MCTA professional staff is here for you. Thank you!