

## Director of Programs

The Director of Programs must be very familiar with how the various competitions are run. Organization, communications, and preparation are key to a smooth event.

### Responsibilities

- Solicit membership interest in developing competitive program play or holding a tournament in Brunswick Forest and offer such play if there is sufficient interest.
- Ensure that all play by the BFPC is in accordance with the Rules of Pickleball as established by the USA Pickleball Association (USAPA), and shall educate the membership about those rules.
- Establish a team of volunteers (a.k.a. the Program Committee) at least a month prior to the beginning of competitions to help with scorekeeping.
  - o Set up schedules for coverage for each event (working ahead for a month at a time is a good way). Four scorekeepers to cover a day's competitions are normally required because most scorekeepers will not want to handle more than a single event (typically 90 minutes). Eight to 12 volunteers are needed to keep your scorekeepers typically working once every two weeks each.
  - o Train your scorekeepers by assisting them so they become familiar with the competitions and scorekeeping sheets. They are not all the same because the competitions are not all the same. Some (but not all) of the volunteers from the past will likely be available to start your team up. These folks are experienced and know most players.
- Set up a schedule for the competitions including Skatterday (weekly), Tuesday Night Round Robin (weekly), and any special events such as Shark Challenge and Barracuda Challenge (at least a month in advance).
- Get BFPC Board approval for your plan.
- Work with the Director of Communications to make sure the BFPC website (bfpickleball.org) is current when start-ups and changes (such as a new URL address being established for a SignUp link) are happening.
- Post a laminated hard-copy notice on the gate of the Cape Fear Pickleball Courts for start of the competition season and special events is recommended.
  - o Remember that the courts are available to all BF residents (not just BFPC members), and even though the BFPC has rights to use the Cape Fear Courts for its events on Saturdays from 8a-12p, Tuesdays, 5-9p, and Wednesdays from 5-9p, only BFPC members will get communications from the BFPC.
  - o Non-members who see open courts will expect to be able to use them, so posting a notice gives them an opportunity to plan their court usage accordingly. It also avoids altercations with non-members who would be otherwise asked to vacate the courts for BFPC competitions.
- Set up, monitor, and update BFPC competitions in Signup.com, which is the online tool BFPC uses for tracking event membership registration. You will need login credentials (provided separately).
  - o All registered players need to be BFPC members to participate, which has to be verified manually against a constantly changing BFPC membership list. After all registrants have been verified to be members, if less than all spots have been filled (multiple of 4) for each event, work to recruit for vacancies and update SignUp or otherwise provide notice to those that are not scheduled to play because they were last to sign up. Example emails for these types of communications are available.

- When you are first-time working online with SignUp.com, you will need assistance/training with SignUp.com to avoid embarrassing mistakes that can become immediately visible to the BFPC members. This will be available from the person that previously held your position as BFPC Director of Programs.

- Set up scoresheets for each competition in advance. This can only be done after the SignUp registration is locked down to prevent members from making late additions/deletions (typically the night before the competition). Excel templates are available if needed.
  - o Extracting data from SignUp and dropping them into Excel scoresheets is a recommended (efficient) procedure to avoid excessive handwriting of names. Scoresheets include a card draw log for speeding up and organizing the process to start competitions.
  - o Maintain a "Scorekeeper's Kit" with prepared scoresheets, clipboards, pencils, cards, etc., and get this to your scheduled scorekeepers in advance of each day's competition.
- "Market" each pickleball competition event with a notice sent out using Go-Daddy.com. You will need login credentials for GoDaddy (available separately). Details to include are the location, date and times, player skill levels, competition description and the URL link to directly access the SignUp.com registration. This is also to remind them that registration is open.
  - o Note: Check with Director of Communications regarding use of GoDaddy because consolidation of emails may be necessary. If this is the case, draft notices are to be crafted and sent to the Director of Communications who will publish them. This is so that we avoid hitting a limit on the annual number of emails allowed with our GoDaddy service.
  - o Notices are published to a list of BFPC Members (typically over 500 members) that is maintained by the BFPC Director of Communications.
  - o Note that the winners of competitions should be included in weekly notices; players want to see their names when they win.
  - o Send a confirmation email to registered players one day prior to the competition date from your own email account. This helps to keep folks accountable for showing up. This should be broken up into the three skill groups/competitions (2.5-Dill; 3.0-Hot & Spicy; 3.5+ is Jalapeno) using the BCC function so that personal email addresses are not visible. This email should include location, player level, and time of the competition.
  - o If weather is predicted to be questionable, advise that players should look for a follow-up email that will go out no later than 30 minutes prior to the competition time (before players drive to courts) to advise if the event is cancelled. Get help from the BFPC board about cancelling the event (we need to avoid incidents that could happen on wet courts or very hot days). You do not need to be the only one making this call (especially if you have little experience doing it).
  - o To make a late cancellation email easy from a smart phone from the courts, you can set up a draft email in advance with all addressees included from a desktop computer and then only update the subject and message if necessary. Do not try to send emails to more than 50 at a time; your email service provider will likely not permit it.

- For the Barracuda and Shark Challenges, note that these are more competitive players. The rules for advancing to the semi-finals need to be clearly announced in advance. This avoids disputes that could otherwise happen, as for example in the case of tie breakers (tie-breaking rules are applied quite frequently).
  - o Scoresheets are set up to: 1) place players/teams so they have the most equal distribution of courts assigned, and 2) ensure that each team plays the RIGHT team in the SEQUENCE specified resulting from the outcome of a card drawing. Even the first to serve and which side of the court teams start on is controlled.
  - o Work with the Facilities Director to get new balls for each of these high-profile events.
- Reach out to your fellow board members for help if you need it!