



SATA VOLUNTEER MANUAL **(May 2011)**

Welcome to the Savannah Area Tennis Association base of volunteers. Without you and others like you, SATA could not deliver the wide array of tennis programming presently available to the Savannah community. We are very appreciative of your willingness to help and want to help you be successful in your efforts.

This manual will provide you with some of the background information you will need. Another important source of information is SATA's website at www.savannahtennis.com. Also invaluable are SATA's monthly meetings, held on the third Monday of every month at 6:00 at the Exchange Tavern on Waters. You are always welcome!

I. Mission Statement:

SATA's mission is to "support, promote and sponsor tennis programs and instruction in the Savannah area, and to educate the public on the benefits of tennis as a means of healthful recreation and physical fitness". Our vision is to develop "a full range of affordable tennis activities, available to all, that enhance peoples' lives throughout the Savannah Community." Whatever volunteer role you have, whether it is to grow our leagues, expand our work in the schools or help us raise funds, the mission and vision remain the same.

In addition, the SATA Board adopted a set of "Core Values" that we want to adhere to in carrying out all of our work. These are: 1. **Inclusiveness and diversity.** (We want to include everyone and involve everyone); 2. **Competency, reliability and professionalism;** 3. **Fairness;** 4 **Integrity;** 5. **Teamwork.**

II. History and Overview of SATA:

The Savannah Area Tennis Association (SATA) is a 501c3 charitable organization that is approaching its twenty fourth anniversary. It has grown from a loosely knit organization that offered two levels each of men's and women's league play, into a well structured Community Tennis Association (CTA) that provides tennis leagues, clinics, programs, tournaments and events to all segments of the Savannah community, many of them free or below cost.

In addition to our many league and tournament activities, SATA has been steadily building a strong and robust community outreach program with the goal of bringing tennis and all its benefits to people and neighborhoods lacking adequate tennis exposure. In particular, we have reached into the schools to provide both in-school and after-school tennis activities to children who are greatly in need of instruction in the importance of physical exercise and sound nutrition.

Character issues such as determination, sportsmanship, team work and focus are an important part of the tennis experience. SATA provides both fee-based and free summer camps to groups of low-income and sometimes designated "at risk" children. All of SATA's work with juniors constitutes our NJTL (National Junior Tennis and Learning) Chapter. While our league programs are sufficiently supported by fees, our community outreach programs are dependent upon financial assistance from grants and donations, especially programs directed at economically challenged populations.

SATA has garnered important awards from USTA Georgia recently, winning CTA of the year in 2005 and again in 2009, as well as National Junior Tennis and Learning Chapter (NJTL) of the Year in 2007. This is especially significant when one considers the powerhouse CTAs that are also in Georgia (such as Atlanta, Columbus, Macon, etc.). These awards signify a high level of quality work occurring over a substantial period of time.

SATA is overwhelmingly a volunteer organization. We employ one full-time staff person, our Community Tennis Coordinator, Phyllis Greene. Phyllis has won two major national awards in the recent

past. She was one of USTA's national Eve Kraft Award winners for 2005 and was Racquet Industry Magazine's "Junior Development Champion of the Year" in 2004. Most recently Phyllis won the USTA Southern "Educational Merit Award" for 2010 for SATA's work in the Savannah Public Elementary Schools. Phyllis is responsible for implementation of our community outreach programs. We also employ between 8 and 12 part-time tennis instructors.

III. Relationship to USTA Network:

One of the great strengths of working with SATA is that we are affiliated with the United States Tennis Association. The USTA family is organized around geographical components. SATA is a USTA member organization under the state organization, USTA Georgia, in the USTA Southern Section (a collection of nine Southern states). SATA is part of the 8th District in Georgia. The only other CTAs presently in our District reside in Brunswick and Richmond Hill. To learn more about USTA national you can go to www.usta.com.

As part of a larger organization there are rights and responsibilities that grow from this relationship. SATA on its own could provide tennis leagues, but we could not be a part of an advancement system that sends teams to State, Sectional and National Championships. In order to benefit from this, we must follow all of the state, sectional and national regulations that govern league tennis. If your job entails growing leagues, please make sure that you are familiar with all governing regulations dealing with your league, as well as SATA's Rules (found on SATA's website). Knowledge and implementation of all rules in a fair and impartial manner is the main responsibility of a SATA volunteer.

There are many benefits of association with the USTA family. We have automatic name recognition and enjoy all of the marketing benefits that are initiated at the national level. Staff people at all three organizations are there to help us deliver programs and will answer questions that are not answered locally. All three USTA organizations dispense grant money to help the local CTAs grow and remain healthy. In addition, there are multiple training opportunities through workshops and conferences that can help build local leadership.

IV. How Do I Start?

Whether you help organize leagues, work on a committee or work in one of SATA's many community programs, there are certain documents that should be reviewed and understood. These documents are all found on SATA's website. Of particular importance are:

1. SATA's strategic Plan
2. SATA's Bylaws
3. SATA's Policies
4. SATA Rules (if you are involved with Leagues).
5. The USTA Georgia Rules and Regulations for your particular league (if you are involved with Leagues).

All of these documents can be found at www.savannahtennis.com either under the "rules" tab above or the resources list at the left side.

V. Where Do I Fit In?

SATA has an organizational chart (also on the website). This can be invaluable in helping you see the entire organization and how you fit in. Basically, the work is divided into three main categories: 1.The delivery of leagues and tournaments, and 2.The delivery of community outreach work, and 3.That work which is necessary to the organization as a whole (i.e. fundraising, marketing, securing insurance).

The President, Vice President, Secretary and Treasure would fall into this third category above. They see to the health of the general organization. These positions are all elected (see Bylaws). The President appoints people to committees serving the general organizational needs.

The Local League Coordinator is in charge of all USTA League play and serves as a communicator between USTA Georgia and SATA. The committees appointed by the LLC are the Grievance and Grievance Appeal Committees.

SATA's one full time staff person is our Community Tennis Coordinator. This person is charged with tennis outreach work, in particular to areas or populations that are not usually exposed to tennis. She supervises her staff of part-time instructors and utilizes volunteers as well. Supervising the CTC is the Community Tennis Director, who then reports to the President. The CTD is also the grant writer since they have the overview of the community work.

VI. Where Do I Go For Help?

Once you understand this basic division of work, the answer is usually defined by the task assigned. If, for example, you are a new league coordinator, then your immediate supervisor is the LLC and you should go first to him or her with your questions. If you are a commissioner under a league coordinator, then please ask the particular league coordinator for help before going to the LLC. Beyond the LLC is the USTA Georgia Director of League Tennis, Dave Bain but do not go to Dave until you have gone to your LLC.

If you are a volunteer in one of our community programs, for example Special Olympics, your immediate supervisor would be the CTC (presently Phyllis Greene). Above her would be the Community Tennis Director and then the President.

If you serve on one of the committees that effect the entire organization (communications and public affairs) for example, the chair of your committee would be your first resource and beyond them the President. If you are on the Grievance or Appeals committee first go to your chair and then the LLC.

VII. What is My Job Description?

The job description for the four elected officers and the LLC may be found in the SATA Bylaws. An invaluable source of knowledge, if available, is the person who previously had your position. Seek them out – human networking is so important. The job description for all League Coordinators or those working under League Coordinators (i.e. Commissioners) is found below.

Duties/Job Description of League Coordinators:

Prior to Season:

1. Determine league start and end dates, captain's meeting date, and drop/add dates for league season. Update webpage.
2. Select commissioners as needed, and provide commissioners with job responsibilities. MARKET YOUR LEAGUE
3. Send communications to previous season captains and to facilities to announce league dates.
4. Contact facilities for court availability for league season, and determine any black-out dates.
5. Hold captain's meeting prior to league season, and distribute captain's packets with educational material as necessary. The packets should contain current local league rules, Tennislink team captain email report, administrative contacts, grievance committee contacts, and grievance procedures (or refer to website).
6. Produce and publish league schedule on Tennislink.
7. Communicate to commissioners and/or captains that schedule has been published (and facilities).
8. Assist players with league registration or other Tennislink functions as necessary.

During Season:

1. Attend SATA board meetings and report on league numbers.
2. Monitor for compliance of off-level playing rule.
3. Monitor for unreported or disputed scores or excessive forfeits.
4. Communicate any problems to commissioners/captains.
5. Try to resolve problems within the league, and communicate with LLC when resolutions cannot be reached or if there is a conflict of interest that might prevent the coordinator from making an unbiased decision.

End of Season:

1. Report season winners to LLC and at SATA board meeting and to website content manager.

VIII. Committee Work:

If you are working on one of SATA's committees you have an extremely important function. The committees are where the plans turn into reality and little gets done without strong, working committees. Although you are not a "voting" Board Member, you are ALWAYS welcome at board meetings and your input is always valued. Committee chairs should plan on attending as many meetings as possible to report on committee work.

The standing committees of SATA are: Executive Committee, Nominating Committee, Budget and Finance Committee, Grievance Committee, Grievance Appeals Committee, Membership and Financial Growth Committee, and Communications and Public Affairs Committee.

The task of these committees is outlined in the SATA Bylaws, Article V. Beyond these basic charges, there is great room for individual leadership, ideas and projects. Basically, we want to grow our programs, recognize and retain our volunteers, deliver high customer service, communicate well with our membership and the public, and raise money to sustain our work. Anything you can do to help us achieve those goals will be greatly appreciated.

IX. How Should I Conduct Myself?

Board members of 501c3 charitable organizations have a "duty of care" towards their organization. This is a serious responsibility because we serve the public, not just ourselves. In particular we need to make sure that we do our work with total fairness without any "conflict of interest". If issues arise that affect a volunteer's personal interest in any way (i.e. a dispute that will decide which team goes to state and the coordinator's team is involved), then it is the responsibility of that coordinator to involve the LLC and withdraw from the issue. All of us make mistakes, but if we act with integrity and fairness, then we will fulfill expectations.

Most of all HAVE FUN! If you are having fun, others around you will want to join in. Let's join together and GROW TENNIS!