

CMARS (Inter-Park Play) Game Host Job Description

Purpose: The **CMARS*** Game Host is responsible for using SignUpGenius (SUG) to manage, and optimize the club's CMARS round robin play. The CMARS Game Host is an ambassador of the Silveridge Pickleball Club (SPC) and will be the contact person for players who have signed up or wish to participate in the SPC CMARS events, which includes players from other resorts in the CMARS group. This includes communicating with players to encourage participants to have fun and sign-up in SUG. The ideal candidate is organized and has good computer and communication skills.

***CMARS, defined:** Inter-park play involving several resort parks in the immediate area surrounding Silveridge who belong to the CMARS group. The name CMARS is made up of the initial parks who started the group: Carriage Manor (CM), Agave (A), The Resort (R), and Sun Valley East (S).

Reports To: The 2nd Vice President.

Key Responsibilities & Duties:

- **SUG Management:** Edit sign-ups for CMARS events. Uses Club "SUG Procedures" document to record steps required to be successful in this position.
- **Communication:** Monitor email (your personal) requests from players (from other CMARS resorts) who wish to participate in and be added to the CMARS round robin play group in SUG.
- **CMARS Host:** Be the court host during the CMARS round robin sessions to organize play.
- **Notifications:** Set up automated confirmation and reminder emails to participants to reduce no-shows. Send custom messages to participants regarding event updates.
- **Data Administration:** Maintain accurate records by monitoring sign-up slots, and editing participant information (including cancellations or changes).
- **Reporting:** Generate reports to track participation metrics, and sign-up progress, as needed.
- **Account Optimization:** Use customized sign-up themes and branding to match the organization. Set up advanced features like custom questions (e.g., food preferences).

Skills & Qualifications:

- Good computer skills.
- Ability to develop a proficiency with SUG, specifically in managing account features (e.g., sending messages, following custom branding themes/look).
- Good organizational and communication (verbal and written) skills for engaging with EC members, other volunteer positions, and SPC and CMARS group members.
- Detail-oriented with a focus on maintaining a professional look and data accuracy in SUG.
- Ability to work independently and troubleshoot technical issues within the platform.

Specific Tasks & "Daily Life" of a CMARS Coordinator:

- **Email Notifications:** In a timely manner, monitor emails received from CMARS group and respond appropriately.
- **Managing CMARS Groups in SUG:** Add or remove players from the CMARS groups.
- **Managing the CMARS Sign Ups:** Monitor participation in sign-ups. Cancel sessions if needed (conflict, weather, court issues, etc.) and notify participants.
- **Adjusting Slots:** Manually edit information, such as changing a time slot from 2 pm-4 pm to 3 pm-5 pm.

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- **CMARS Host:** Be the game host for the CMARS round robin: be a club ambassador, welcome new players, answer questions, ensure Court safety & Etiquette Guidelines are followed, and organize round robin play.
- **Data Exporting:** Exporting a CSV/Excel report, as needed.

Training:

- Will initially be provided by the 2nd VP, SUG Coordinator or other EC positions.
- SUG procedures document is available.
- Coaching will be continuously available from the 2nd VP, SUG Coordinator or other EC positions.

Time Requirements: October to March: 10-30 minutes per day, on average, to monitor emails and make changes (add/remove players, communicate to players in sign-up, etc.) in SUG as required.

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Revised: