CITY OF SUNNYVALE
Department of Human Resources
505 West Olive Ave., Suite 200
Sunnyvale, CA 94086

http://www.sunnyvale.ca.gov

INVITES APPLICATIONS FOR THE POSITION OF:
Assistant Golf Professional

An Equal Opportunity Employer

SALARY
$20.52 - $26.19 Hourly  $1,641.79 - $2,095.39 Biweekly  $3,557.22 - $4,540.02 Monthly
$42,686.59 - $54,480.19 Annually

OPEN DATE: 10/16/17
CLOSE DATE: 11/15/17

THE POSITION

ASSISTANT GOLF PROFESSIONAL - Parks Division
Full-Time Regular Employment Opportunity

A copy of your California Department of Motor Vehicles (DMV) record printout is required for this position. The due date to submit your DMV record printout is the same as the application deadline – Wednesday, November 15, 2017 at 5:00 pm. Your DMV printout must be current, dated within 30 days of your application. If you are an out of state applicant, please submit a copy of your state's DMV printout. California DMV driver record printouts may be obtained online at http://www.dmv.ca.gov/online/dr/welcome.htm.

The City of Sunnyvale is looking to fill the Assistant Golf Professional position with a team member that believes the impossible is possible. This person is driven to continuously make a positive impact on the organization and believes that as a team we accomplish more. As an organization, we are motivated to produce the highest level of service possible.

Sunnyvale Golf Course is a par 70 regulation 18-hole course with numerous bunkers, dog legs and water holes. Sunnyvale is a well-manicured test of the player's skill stretching out to 6,255 yards. Sunken Gardens Golf Course is a 9-hole, 1,502 yard executive course. Sunken Gardens is ideal for the beginner golfer with ample practice facilities and shorter length holes.

Working in the Public Works Department for the City of Sunnyvale as an Assistant Golf Professional provides an opportunity to improve the golf courses in the community and see the results of your work. All of this, plus a generous benefits package which includes a competitive salary, career development and training opportunities make the City of Sunnyvale a great place to work.

For a complete job description click here: Job Description

ESSENTIAL JOB FUNCTIONS

(May include, but are not limited to, the following):

• Promotes the game of golf in a manner consistent with City policies, procedures and the Professional Golfers Association (PGA) and Ladies Professional Golfers Association (LPGA).
• Accepts golf reservations in person and by telephone in an accurate and efficient manner.
• Performs starting functions including taking reservations and assigning play of golfers; collection of green fees; and rental of golf carts.
• Provides exceptional customer service, both in person and by telephone.
• Assists customers with merchandise purchases of golf equipment, accessories, and apparel. Receives, prices, and displays golf merchandise.
• Follows City cash handling guidelines to accurately complete financial transactions with individual customers, groups, and tournaments; prepares daily cash deposits and completes appropriate paperwork.
• Manages tournament operations such as: pre-tournament consultation, collecting fees, starting, organizing golfer's cart assignments, conducting contests, course signage set-up, marshalling, and assisting with rules and scoring.
• Provides golf instruction for all levels of ability.
• Enforces all rules and regulations governing the use of the golf course, golf carts and other golf facilities.
• Oversees and coordinates contract cart and driving range staff as well as volunteers.
• Prepares, cleans and stages golf carts used for customer rental. Provides basic cart repair as needed.
• Responsible for timely opening and closing of facilities including appropriate set-up and clean up.
• Monitors golf course for "pace of play" to ensure timely completion of golf rounds.
• Keeps work areas neat and clean.
• Provides golf equipment repair and warranty service for customers as needed, and based on designated fee schedule.

WORKING CONDITIONS
Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when operating assigned equipment and using a computer screen. Acute hearing is required in both the field and the office. The ability to lift, carry and push equipment and supplies weighing up to 25 pounds is also required. Additionally, the incumbent in this indoor/outdoor position works in all weather conditions, including wet, heat, and cold. The incumbent may be exposed to hazardous materials. This position will also drive motorized vehicles. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Education and Experience
The minimum qualifications for education and experience can be met in the following way:
A high school diploma or tested equivalent, AND
One year of golf-related, customer service experience.

Knowledge of:
• The game, rules and regulations of golf.
• Customer service techniques and practices.
• Cash handling and basic accounting.
• Golf course administration and operation.
• Golf merchandise promotion and marketing.
• Golf instruction theory and practice.
• General golf cart operation.
• Basic office skills including computer operation.
Ability to:

- Provide excellent customer service.
- Communicate effectively, both orally and in writing.
- Handle cash and complete associated paperwork with speed and accuracy.
- Solve complex problems and reach logical solutions.
- Organize and control situations involving large groups of people.
- Follow general verbal and written instructions to complete tasks accurately.
- Enforce appropriate rules and policies in a tactful manner.
- Exercise independent judgment and make appropriate decisions, based on published rules and policies.
- Establish and maintain effective working relationships.
- Observe safety principles and work in a safe manner.
- Maintain a professional and courteous attitude at all times.

Willingness to:

Work variable hours and days, including early mornings, nights, weekends and holidays.

Licenses/Certificates:

Possession and continued maintenance of a California class C driver's license and a safe driving record.

APPLICATION AND SELECTION PROCESS

APPLICATION PROCESS

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources no later than **Wednesday, November 15, 2017 at 5:00 pm** (postmarks or faxes are not accepted). A copy of your California Department of Motor Vehicles (DMV) record printout is required for this position. The due date to submit your DMV record printout is the same as the application deadline – **Wednesday, November 15, 2017 at 5:00 pm**. Your DMV printout must be current, dated within 30 days of your application. If you are an out of state applicant, please submit a copy of your state's DMV printout. California DMV driver record printouts may be obtained online at [http://www.dmv.ca.gov/online/dr/welcome.htm](http://www.dmv.ca.gov/online/dr/welcome.htm).

Candidates are asked to fully describe any training, education, experience or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at [Sunnyvale.ca.gov](http://Sunnyvale.ca.gov) and click on City Jobs or application materials may be submitted to: Department of Human Resources, 505 West Olive Avenue, Suite 200, Sunnyvale, CA 94086. Late or incomplete applications will not be accepted.

EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process, which may consist of an oral exam tentatively scheduled for **Wednesday, December 6, 2017**. The department selection interview is tentatively scheduled for the **week of December 18, 2017**. (Note: The examination process may be changed as deemed necessary by the Director of Human Resources).

SELECTION PROCESS

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting...
work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

**INFORMATION ABOUT PROOF OF EDUCATION**

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts).

**ADDITIONAL INFORMATION**

Positions in this job classification are represented by the Sunnyvale Employees Association (SEA)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.

**APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:**
http://www.sunnyvale.ca.gov

**OR**
505 West Olive Ave., Suite 200,
Sunnyvale, CA 94086

**Assistant Golf Professional Supplemental Questionnaire**

*1. Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

*Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.*

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the job application form.**

Resumes may be attached, but they will not be accepted in lieu of completing the job experience section of the application or the supplemental questions. The information you
provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

**Your responses to the questions that require you to detail your background and experience should include the following information:**

- The **number of years** of experience you have had performing the duties that you are describing;
- The **name(s)** and **type(s)** of organization(s) where you obtained such experience; and,
- Your **role** and specific **responsibilities** within the organization(s).

*Responses to the supplemental questions that indicate "see resume" are considered incomplete.* By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

- [ ] Yes
- [ ] No

* 2. Do you have a high school diploma or an equivalent (GED)?
  - [ ] Yes
  - [ ] No

* 3. Do you have one year of golf-related, customer service experience?
  - [ ] Yes
  - [ ] No

* 4. In you answered "yes" to the question above, please describe your experience below. Please include the agency or company you worked for, your title, how long you worked with the agency or company, and your specific duties you were responsible for. If you answered "no" to the question above, please indicate N/A below.

* 5. Describe your experience with golf tournament management such as: tournament booking, day of management and after communication.

* 6. Describe your golf instruction experience with individual and group golf lessons.

* 7. A current (issued and printed within 30 days prior to application) California Department of Motor Vehicles (DMV) record printout is required for this position. For applicants with a California Class C driver's license, the due date for submission of the California DMV record printout is the same as the application deadline - Wednesday, November 15, 2017 at 5:00 pm. This can be scanned and submitted on-line with your application. If you are an out of state applicant, please submit a current (issued and printed within 30 days prior to application) copy of your state's DMV printout by the application deadline – Wednesday, November 15, 2017 at 5:00 pm. You will be required to possess and present a valid California Class C driver's license at the time of appointment. Have you submitted a current (issued and printed within 30 days prior to application) California DMV or out of state DMV printout with your application?
☐ Yes  ☐ No

* Required Question