

# THE GENESIS INVITATIONAL

## VOLUNTEER COMMITTEE DESCRIPTIONS

**Admissions (Tickets/ Will Call/Scanners)** – Serves as front line customer service representatives for all spectators. Sells tournament tickets to patrons, assists with will call ticket pick-ups and drop-offs, and contributes to all box office operations. Ticket scanners welcome spectators to the Genesis Open and scan all tickets at the front gates.

**Ambassadors** – Welcomes and provides general tournament information to spectators at the Main Entrance and various concierge locations throughout the course. Will need to become extremely familiar with course layout, restroom and concession locations, hospitality tent locations, starting times, pairings, and first aid, etc.

**Caddie Services** – Manages professional caddie registration. Distributes and collects towels and professional caddie bibs for pro-ams and competition days. On pro-am days, supports amateur caddie check in, distributes and collects amateur caddie bibs. Maintains the professional caddie lounge area and acts as a concierge for the caddies. Assists with pick and up and delivery of the nightly caddie bib cleaning.

**Carts** – Distributes golf carts to Tournament staff, Committee Chairs and Vice Chairs. Maintains a sign in/sign out sheet. Assists with cart numbering and sign name plates. Ensures cart keys are returned, carts are charged and cleaned daily.

**Corporate Hospitality** – Greets and welcomes corporate hospitality guests. Monitors the entrances to the private hospitality areas, ensures that only properly credentialed clients enter the private area, and direct clients to the right hospitality area. Throughout the day, provide information and assistance to hospitality clients if asked, and communicate all hospitality needs to the Tournament Event Staff Team Members.

**Disabled Services Shuttle** – Drive disabled services shuttles to designated stops along the golf course. Provide cart transportation for disabled guests around the golf course. **Must be 16 or older** with a valid driver's license to operate a golf cart. All volunteers must review the golf cart safety video prior to operation.

**Marshals** – Marshals are assigned to a specific Hole (1-18) or area (driving range, putting green, walking marshals) where they are responsible for maintaining crowd control, guiding players and caddies from one hole to the next, protecting errant golf shots hit outside the ropes, monitoring cart movement on cart paths and assisting with the evacuation of players during inclement weather delays or whenever deemed necessary. Marshals assigned to the Driving Range or Putting Green are responsible for distributing and cleaning range balls, changing practice bay name plates, and overseeing player autograph area for spectators Monday through Sunday, respectively. Marshals are asked to attend a training session prior to tournament week. **Shifts are one full day.** Starting times may vary due to assignment.

**Media Services** – Assists tournament staff members and media officials with the media registration process. As local, national and international media members arrive at the Media Center, volunteers will greet media and support the credentialing process. This committee will also help maintain daily operations of the media center including preparing files for media members, monitoring media dining and facilitating various requests from staff and media officials.

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**Medical Services** – Coordinate and assist all Medical personnel contracted for the event. Works directly with contracted medical staff. Manages data collection on iPad during incidents and reports to the medical services chair. Staffs the two medical services locations on the golf courses and drives golf carts to incidents as necessary.

**Photography Services** - Assist tournament staff with capturing photos on-site during tournament. Volunteers will interact and take photographs of tournament volunteers and designated tournament events/locations provided by tournament staff. Volunteers are encouraged to provide their own cameras and will need to follow PGA TOUR photography policies and guidelines.

**Player Services** – Manages professional player registration. Maintains the player registration, player dining, and player locker room areas. Acts as a concierge for the players. Assists with ticket requests, mailings, etc. for PGA TOUR Professionals.

**ShotLink** – Assists with the ShotLink scoring system by “shooting” the player's ball with a laser to measure the exact location. The ShotLink system collects and disseminates real-time scoring and statistical data. **Volunteers must be able to attend a mandatory training session with PGA TOUR officials prior to tournament week.**

**Special Events** – Greets and registers clients and VIP's during the Monday and Wednesday Pro-Am's. Volunteers will distribute gift bags, assist with bag drop, and post-play awards presentation. Thursday- Sunday, volunteers will assist with the Honorary Observer program. Each day volunteers will assist with distribution of photos after the Pro-Am and Honorary Observer Days.

**Standard Bearer** – Helps to maintain accurate player scores on standard for each PGA TOUR professional group. In depth knowledge of golf scoring is preferred. Must be able to carry a standard sign (approximately 15 lbs. with a shoulder strap) and be able to walk all 18 holes (approximately 4.5 miles). New volunteers to this committee are required to work at least one shift Thursday or Friday

**Supply Distribution** – Distributes and replenishes pairings sheets, official programs, and lanyards to pairings box locations, main entrances, clubhouse, and corporate tents.

**TGR Learning Lab** – Interacts with youth and the public by facilitating TGR Learning Lab's hands-on STEM activities in the TGR Learning Lab tent. Informs the public of TGR Learning Lab programming with support from TGR Learning Lab staff. **Shifts are one full day.**

**Transportation** – Assists with the pick-up and return of PGA TOUR Professionals and management staff to local and regional airports. Drives players, family members and other VIP's to and from hotels and other destinations. Must be 21 years of age and provide a U.S. issued valid driver's license. **You will also have to undergo a mandatory background check prior to volunteering.**

**Volunteer Services** – Assists with inventory, assembly and distribution of volunteer uniform packages prior to tournament week. Assists with the management of Volunteer Hospitality tent during tournament week by moving volunteers to and from shifts. Answers questions, exchange and sells uniforms, and maintains the hospitality/lounge area.

**Walking Scorer** – Records statistics and scores for players on a symbol (hand held device) as part of the PGA TOUR ShotLink system. Must have knowledge of golf scorekeeping and statistics and be able to walk all 18 holes (approximately 4.5 miles). **All volunteers are required to score on either**

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**the Monday or Wednesday Pro-Am(s). Volunteers must be able to attend a mandatory training session with PGA TOUR officials prior to tournament week.**

**Warehouse** – Receives and inventories daily packages and shipment arrivals for the tournament staff, Golf Channel, etc. Must be willing and able to do moderate lifting, including but not limited to cases of beverages and boxes containing sponsor items, spectator guides, programs and/or pairings guides.