



GENESIS INVITATIONAL

VOLUNTEER COMMITTEE DESCRIPTIONS

Admissions (Ticket Scanners) – Serves as front line customer service representatives for all spectators. Ticket scanners welcome spectators to The Genesis Invitational and scan all tickets at the front gates. In addition, ticket scanners are asked to provide high level customer service to all tournament spectators and help troubleshoot and ticket issues that arise. If needed, volunteers may be asked to transport packages between gates, and contributes to other box office operations.

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. Maintains the professional caddie lounge area and acts as a concierge for the caddies. Distribute and collects towels and professional caddie bibs for pro-am and competition days. On pro-am days, supports amateur caddie check in with Caddiemaster. Assists with nightly caddie bib cleaning.

Carts – Distributes golf carts to Tournament staff, Committee Chairs, Vice Chairs and vendors. 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. Assists with wrist banding and scanning each guest upon arrival to the hospitality venues. 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. Supports Marshal/Shotlink movement in the morning and at the end of the day as available.

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. 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



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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.

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.

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.

Laser/Tablet Operator (Shotlink)

Laser Operator ShotLink Volunteer

The Laser Operator role is responsible for using a laser rangefinder to track the landing position of shots on and around the fairway. This important function of the ShotLink scoring system enables real-time distance data and statistics to be delivered to scoreboards, TV broadcast, internet and mobile device applications. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Laser operators are stationed on a fairway and should be physically able to stand at their laser position for the duration of their shift in potentially varied weather conditions. Laser operators should be comfortable with technology and focused on capturing data in a timely but accurate manner.

Tablet Operator ShotLink Volunteer

The Tablet Operator role is responsible for using a handheld tablet device to plot the landing position of shots around the green and to validate the accuracy of shots recorded by the ShotLink+ camera system on the green. This important function of the ShotLink scoring system enables real-time distance data and statistics to be delivered to scoreboards, TV broadcast, internet and mobile device applications. It requires a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail. Tablet operators are expected to be mobile and walk around the green as necessary to gain accurate insight into ball location. Tablet operators should be physically fit, capable of standing/walking for the duration of their shift in a variety of weather conditions.

Laser and Tablet Operators are required to complete approximately one hour of online training, an in-person training session the weekend prior to the tournament, on-course training on Tuesday or Wednesday of tournament week and should be available to work a shift for at least two tournament days.

Special Events – Greets and registers clients and VIP's during the Monday and Wednesday Pro-Am's. Volunteers will support gift distribution, assist with bag drop/ bag tags, and post-play pro-am awards ceremony. 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.**



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Supply Distribution – Distributes and replenishes water and sodas to volunteer headquarters, tournament hq, media center, and rules office to name a few. Supports set up and take down of Tee Off For Youth and the Youth Exhibition on Saturday of tournament week. Supports warehouse secondarily as needed.

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. Welcomes volunteers, answers questions, exchange and sells uniforms, and maintains the hospitality/lounge area.

Walking Scorer – The Walking Scorer role is a prestigious and critical ShotLink volunteer position that requires mental and physical stamina, attention to detail, and a thorough understanding of the game of golf. The Walking Scorer accompanies a group of up to 3 players in order to keep their score, track specific statistics, and provide real-time data capture that informs all aspects of the ShotLink system. Walking scorers should have the physical ability to easily keep pace with their group across all 18 holes without a break and in varying weather conditions. For reference 18 holes will vary from 5-6 miles or roughly 10,000 steps. Should be comfortable using a handheld digital device to record each shot, as well as the voice radio with a headset that allows for constant communication with the PGA TOUR ShotLink staff. Walking Scorers should have an excellent knowledge of golf. **Walking Scorer volunteers are required to complete a 1- hour online training course, a 1-hour in-person training that occurs prior to tournament week, and should be available for the Wednesday pro-am and at least two additional tournament days.**

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, volunteer items, and tournament programs.