



GENESIS OPEN

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.

Caddie Services – Assists with professional caddie registration. Distributes and collects towels, caddie bibs, etc. Maintains the 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 – Allocates 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 – 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 - Provide cart transportation for spectators in need as well as VIPs from various points on or around the golf course. **Must be 16 or older** with a valid driver's license to operate a golf cart.

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 media staff members and media officials with registration and the welcoming of local, national and international journalists to promote the Genesis Open to the public as a world class event. Some volunteers from this committee will be asked to chauffeur media officials throughout the golf course during tournament days.

Medical Services - The responsibilities of this committee involve the coordination and assistance to all Medical personnel contracted for the event. Works directly with contracted medical staff. Helps to collect information for any necessary incident reports.

Neighborhood Relations – In conjunction with point staff member, helps to coordinate efforts to address and resolve neighborhood, resident and tournament related issues.



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Oversees and executes the traffic and security plan for the Capri and Longworth entrances with staff and police.

Player Services - Assists with 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.

Social Media - Assist tournament staff with capturing photography on-site during tournament week. Volunteers will interact with fans and take photographs for use on tournament social media. Volunteers are encouraged to provide their own cameras and will need to follow PGA TOUR photography policies and guidelines.

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.

Spectator Services – Welcomes tournament spectators, and provides general tournament information to spectators at the Main Entrance and at 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.

Sponsor Services – Works directly with the warehouse to ensure that corporate clients have all of the boxes that they shipped or ordered during set up. Also assists with ensuring boxes are mailed after the event.

Standard Bearer – Helps maintain accurate player scores while assisting each professional’s 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).

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

Transportation – Assists with the pick-up and return of golf professionals and management staff to local and regional airports. Assists with the deployment of courtesy cars from local dealerships. 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



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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). **New volunteers are required to score on the Wednesday Pro-Am.** All volunteers must 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.