



## GENESIS INVITATIONAL

### VOLUNTEER COMMITTEE DESCRIPTIONS

We appreciate your interest in serving as a volunteer for the 2022 Genesis Invitational. With the continued evolution of our sport, the PGA TOUR is making a concentrated effort to streamline the volunteer committee structure across all PGA TOUR tournaments. We invite you to look at the evolved tournament committee descriptions, particularly this year's feature committees: Competition Support and Gallery Management.

#### Competition Support

Committee minimum age: 18

Committee shift requirement: 2-3

Volunteers must be able to serve on full day shifts

*\*See bold bullet points below for training requirements*

#### **Location Based Operators:**

##### Laser Operator

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.

Requirements:

- 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 shifts in various weather conditions.
- Laser operators should be comfortable with technology and focused on capturing data in a timely but accurate manner.
- ***\*Laser Operators must complete approximately one hour of online training, an in-person or virtual training session that occurs prior to the tournament, on-course training on Wednesday of tournament week and should be available to serve at least three tournament days.***

##### Tablet Operator

The Tablet Operator role is divided into three specific roles: Fairway Quick Tablet Operator, Greenside Quick Tablet Operator and Greenside Camera Tablet Operator. Each position is responsible for using a handheld tablet device to plot the ending position of shots. 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.

Requirements:

- 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 locations.



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- Tablet operators should be capable of standing/walking for the duration of their shifts in a variety of weather conditions.
- **\*Tablet Operators must complete approximately one hour of online training, an in-person or virtual training session that occurs prior to the tournament, on-course training on Wednesday of tournament week and should be available to serve at least three tournament days.**

### Rover

The Rover position is responsible for rotating through each of the Location Based Operator volunteer positions on a specific golf hole to provide breaks, answer questions, and help as needed. In some cases, the Rover may serve as a liaison between the ShotLink truck and the ShotLink volunteers on the Rover's assigned hole.

Requirements:

- The Rover should be an experienced volunteer that has completed the training for each type of competition support position, as well as Rover specific training.
- **\*Rovers will be required to attend and/or assist with the on-course training provided to Laser Operators, Tablet Operators and Spotter volunteers on Wednesday of tournament week and should be available to serve for at least three tournament days.**

### **Spotters (similar to the former Marshal spotter role):**

#### Ball Spotters

Ball Spotters assist the Fairway Location Based Operators and/or Greenside Tablet Operators with locating ball positions and identifying situations where players' shots may be obstructed.

#### Tee Spotters

Tee Spotters assist the Fairway Location Based Operators with directional knowledge of a player's ball flight from behind the teeing area.

Requirements:

- These positions require a basic knowledge of the game of golf, as well as a commitment to timeliness, accuracy, and attention to detail.
- Spotters are expected to be mobile and walk as necessary to locate shots in their designated area (normally one side of a golf hole).
- They should be capable of standing/walking for the duration of their shift in a variety of weather conditions.
- **\*Spotters may choose to complete a short online training course, a mandatory on-course training on Wednesday of tournament week and should be available to serve for at least two tournament days. If you choose to work two tournament days, one must be a weekday (Thurs. or Fri.)**

### **Walking Scorer:**

The Walking Scorer role is a 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 three players in order to keep their scores, track specific statistics, and capture real-time data that informs all aspects of the ShotLink system.

Requirements:



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- 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. Walking 18 holes will vary from 5-6 miles or roughly 10,000 steps.
- Walking scorers 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 scorer volunteers are required to complete a one-hour online training course, an in person or virtual training that occurs prior to tournament week and should be available for the Wednesday pro-am and at least two additional tournament days.***

### **Gallery Management Ambassadors (formerly known as Marshals)**

**Committee minimum age: 16**

**Committee shift requirements: 3**

**Volunteers must be able to serve on full day shifts; starting times vary based on location placement**

Gallery Management Ambassadors are given a unique inside and outside the ropes tournament experience. They are responsible for managing gallery noise & traffic; ensuring the safety of our guests by reinforcing health & safety policies; leading by example; and providing a world class guest experience.

Gallery Management Ambassadors are assigned to the teeing area, fairway and green of a specific hole (1 – 18), or to high traffic areas such as practice locations, cross walks, and hospitality areas.

#### TEE, FAIRWAY, GREEN, & HIGH-TRAFFIC AREA AMBASSADORS

- Ensure the safety of our guests and promote safety policies
- Protect the integrity of the competition
- Manage gallery noise and traffic
- Locate and protect errant golf shots hit outside the ropes
- Provide exceptional guest service

#### CROSS WALK AMBASSADORS

- Ensure the safety of our guests and promote safety policies
- Ensure players and caddies have a safe route to cross from one hole to the next
- Monitor gallery noise and traffic
- Monitor cart movement on cart paths
- Provide exceptional guest service

#### ROVING AMBASSADORS

- Ensure the safety of our guests and promote safety policies
- Follow playing groups to assist with movement through larger galleries
- Manage gallery noise and traffic
- Manage crowds when rope line is dropped during errant shots
- Provide exceptional guest service

#### PRACTICE LOCATIONS (Driving Range and Putting Green)

- Distribution and cleaning of range balls (driving range specific)
- Change practice bay name plates (driving range specific)



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- Ensure the safety of our guests and promote safety policies
- Ensure players and caddies have a safe route to cross from practice area to hole, practice area to clubhouse or one hole to the next
- Monitor gallery noise and traffic
- Monitor cart movement on cart paths
- Provide exceptional guest service

### **Admissions**

**Committee Minimum Age: 16**

**Committee shift requirement: 3**

#### Admission Ambassadors

Admission ambassadors are asked to provide a high-level customer service to all tournament attendees. They support ticket purchases on guest mobile devices and educate attendees on how to display their mobile tickets for scanning at the admission gates. Admission ambassadors also help troubleshoot ticket issues that arise in the ticket service center. Volunteers should be comfortable with operation of mobile phones.

#### Ticket Scanners

Ticket scanners welcome spectators to The Genesis Invitational and scan tickets and badges at admission gates. Ticket scanners direct attendees who need additional help to the ticket service center.

### **Ambassadors**

**Committee Minimum Age: 16**

**Committee shift requirement: 3**

Customer service minded individuals welcome and provide 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.

### **Caddie Services**

**Committee Minimum Age: 18**

**Committee shift requirement: 3**

Manages professional caddie registration. Maintains the professional caddie lounge area and serves as an information support service for the caddies. Manages caddie digital ticket distribution and distributes/collects towels and professional caddie bibs for pro-am and competition days. Assists with daily caddie bib cleaning.

### **Carts**

**Committee minimum age: 25**

**Committee shift requirement: 3**

Manages the daily distribution and sanitization of golf carts. Distributes golf carts to designated tournament constituents through an organized sign in/sign out sheet. Assists with numbering and cart labels while ensuring cart keys and carts are returned, charged and cleaned daily.



### **Corporate Hospitality**

**Committee minimum age: 16**

**Committee shift requirement: 3**

**Volunteers must be able to serve on full day shifts**

Welcome and provide high level customer service to corporate hospitality guests. Scans each guest ticket at hospitality venue entrances and assists with distribution of guest wristbands. Monitor the entrances to the corporate hospitality areas and ensure that only properly credentialed guests enter the private areas. Help direct guests to the proper hospitality locations on-course as needed. Throughout the day, provide information and assistance to hospitality guests if asked, and communicate hospitality needs to committee chair and tournament staff.

### **Disabled Services Shuttle**

**Committee minimum age: 25**

**Committee shift requirement: 3**

Disabled services shuttle volunteers will transport guests that require assistance to and from the main entrance to specific areas on course. Committee will run a designated route on course in continuous loops. Shuttles will also assist in taking volunteers out to holes and picking up players and volunteers during evacuations as available.

### **Medical Services**

**Committee minimum age: 25**

**Committee shift requirements: 3**

Medical services volunteers support contracted professional medical personnel and medical services chair by inputting data collection on digital form during incidents. Must be comfortable utilizing tablet technology.

### **Player Services**

**Committee minimum age requirement: 18**

**Committee shift requirements: 3**

Player services volunteers maintain the player registration, player dining and player locker room areas. Acts as concierge for the players and their families throughout the week and manages player digital ticket distribution.

### **Special Events**

**Committee minimum age requirement: 18**

**Committee shift requirement: 3**

Special events volunteers greet guests and VIPs during the Monday and Wednesday pro-ams. Volunteers will support pro-am registration, gift distribution, assist with bag drop/bag tags, and distribution of pro-am photos as needed. Thursday – Sunday, volunteers will assist the Honorary Observer program with participant check-ins and distribution of guest photos. Other duties may be assigned throughout the week.



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### **Standard Bearer**

**Committee minimum age requirement: 16**

**Committee shift requirement: 3**

Standard Bearer volunteers carry and update the scoring standard sign for each grouping during competition. 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 5-6 miles) in inclement weather conditions.

### **Supply Distribution**

**Committee minimum age: 25**

**Committee shift requirement: 3**

Distributes and replenishes water and non-alcoholic beverages to Volunteer HQ, Tournament HQ and rules offices to name a few. Supports warehouse committee secondarily as needed.

### **Transportation**

**Committee minimum age: 25**

**Committee shift requirement: 3**

**Operates pre and post tournament dates**

**U.S. issued driver's license and background check is mandatory**

The Transportation committee operates in conjunction with Genesis and Innocean staff to 1) distribute courtesy vehicles to PGA TOUR professionals, 2) assisting with the retrieval of vehicles post-cut/post-tournament, and 3) support in the vehicle tracking process. Volunteers must provide a U.S. issued valid driver's license and undergo and pass a mandatory background check prior to volunteering.

### **Volunteer Services and Safety**

**Committee minimum age: 16**

**Committee shift requirement: 3**

The Volunteer Services and Safety committee assist with inventory, assembly and distribution of volunteer uniform packages prior to tournament week. During tournament week, volunteer services and safety volunteers welcome volunteers in volunteer headquarters, answer questions and maintain the cleanliness of volunteer headquarters. They are asked to assist with disinfection of volunteer headquarters and manage social distancing as needed.

### **Warehouse**

**Committee minimum age requirement: 16**

**Committee shift requirement: 3**

Receives and inventories daily packages and shipment arrivals for tournament constituents. Must be willing and able to perform moderate lifting, including but not limited to cases of beverages and boxes containing sponsor, vendor and volunteer items.



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**Waitlist**

**Does not guarantee your requested volunteer position will become available.**

Don't see your favorite committee listed? That most likely means the committee is full. Sign up for our waitlist! We will let you know if any positions on the closed committees become available. If you would like to reserve your spot to volunteer, please sign up for an available committee instead.