



## VOLUNTEER COMMITTEE DESCRIPTIONS PHOENIX COUNTRY CLUB | ARIZONA | 2021

### VOLUNTEER COMMITTEE DESCRIPTIONS

**ADMISSIONS & WILL CALL:** Ticketing and Will Call volunteers will be stationed at different entrances on course. Responsibilities include assisting with ticket sales, ticket scanning, ticket redemption, check for proper credentials and will call. Volunteers are the first people that the guests and sponsors interact with when arriving on-site, so great customer services skills are required in this committee to provide a premium spectator experience for all.  
*Dates of Operation: Wednesday - Sunday (November 10 - 14)* *Committee Minimum Age: 18*

**AMBASSADOR PROGRAM:** Volunteers on this committee work to create a premium spectator experience for all. Ambassador volunteers will act as an “ambassador caddie” during Championship week. Contribute to the PGA TOUR Champions staff in answering on-site questions about the course, tee times, restroom and hospitality locations, distribute pairings. You are the tournament source of knowledge and information for our spectators, corporate sponsors, volunteers, and players.  
*Dates of Operation: Wednesday - Sunday (November 10 - 14)* *Committee Minimum Age: 14*

**CADDIE SERVICES:** The caddie services committee works directly with the PGA TOUR Champions caddies to ensure that the professional caddies have the best experience. Oversees the operations of the caddie services lounge area (distribute/wash/collect towels and bibs, act as a concierge, restock beverages), as well as, assist with PGA TOUR Champions caddie registration throughout tournament week. Manage the registration and logistics of the Official Pro-Am Amateur Caddie Program.  
*Dates of Operation: Monday - Sunday (November 8 - 14)* *Committee Minimum Age: 18*

**CORPORATE HOSPITALITY/MILITARY PATRIOTS OUTPOST:** To provide information and assistance to corporate clients ensuring the best possible experience. Volunteers on this committee will greet guests, check credentials and scan, provide wristbands to properly credentialed clients at all private hospitality venues. Assist Marshals with noise control when players approach hospitality areas.  
*Dates of Operation: Thursday - Sunday (November 11 - 14)* *Committee Minimum Age: 18*

**GOLF CART SHUTTLES/GOLF CARTS:** Volunteers in this committee will manage inventory and distribute golf carts to PGA TOUR Staff, Volunteer Leadership, Vendors and Operations. Maintain a sign-in/sign-out sheet, assign cart signage to individuals and display signage on carts. Ensure cart keys are returned; carts are charged and cleaned daily. Volunteers will transport guests that require assistance to and from admissions gate entrances, specific viewing areas on course and hospitality locations. In addition, volunteers responsible for transporting players and caddies to/from specific areas determined by the Rules Officials. **Must be at least 25 years old with a valid driver’s license issued by the volunteer’s jurisdiction of residency to operate a golf cart when transporting passengers.**  
*Dates of Operation: Monday - Sunday (November 8 - 14)* *Committee Minimum Age: 25*

**GOLF EVENTS:** Provides support for all aspects of the tournament golf events (Pre-Monday Am-Am tournament, Official Pairings Party, Official Pro-Am, Charles Schwab Pro-Am). Responsibilities include assisting with operational set-up, amateur registration, amateur caddie program, gift distribution, food distribution, collection of scorecards, helping amateurs with questions and directions, and assisting at the pairings party and awards parties, if needed.  
*Dates of Operation: Monday - Monday (November 8 - 15)* *Committee Minimum Age: 18*

**HONORARY OBSERVER MANAGEMENT:** Assist with operation of tournament guests granted access to walk inside the ropes. Operate with PGA TOUR staff and oversee the logistics, registration, training, execution, credential distribution and guidelines, escorting guests to #1 tee, and photo process.  
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**LONG DRIVE/SHOTLINK:** Measure and record the yardage of a professional's ball on the fairway using scoring devices provided by the PGA TOUR Staff. SHOTLink volunteers may be required to climb onto a platform which can be up to six (6) feet off the ground. This position requires a basic knowledge of the game of golf and a commitment to timeliness, accuracy, and attention to detail.

*Dates of Operation: Thursday - Sunday (November 11 - 14)*

*Committee Minimum Age: 18*

**MARSHALS:** Volunteers in this committee enforce gallery noise and crowd control, ensuring players safe and easy access from hole to hole and signaling the gallery to quiet as players address the play for their shot. Marshal volunteers will assist player movement on and off the course due to inclement weather, help locate errant golf shots and keep the crowds moving smoothly with from outside the ropes. The committee requires standing for extended period in addition to walking to various positions at each hole.

*Dates of Operation: Wednesday - Sunday (November 10 - 14)*

*Committee Minimum Age: 18*

**MEDIA SERVICES:** Works directly with the PGA TOUR Champions communications team to assist in the operation of the media center. Assisting with registration, helping organize interviews with players, working with reporters and being an ambassador of our tournament to help support the media guests. The media center is the working area for television, print, social media and radio reporters during the tournament.

*Dates of Operation: Wednesday - Sunday (November 10 - 14)*

*Committee Minimum Age: 18*

**OFFICE SUPPORT:** Assist in the Tournament Office prior to and during the tournament by providing general administrative duties to include answering the phones, answering questions, projects. This Committee sometimes requires a lot of downtime due to the unpredictable workloads, so it is recommended that volunteers bring a book or tablet to pass time.

*Dates of Operation: Monday – Sunday (November 1 - November 14)*

*Committee Minimum Age: 18*

### **PLAYER SERVICES:**

The player services committee works directly with the PGA TOUR Champions players to ensure that the professionals have the best experience at our event. Oversees the operations of player services and assists with registration, autographs, tournament questions, player requests.

*Dates of Operation: Monday - Sunday (November 8 - 14)*

*Committee Minimum Age: 18*

**PRACTICE AREA:** Set-up and maintain the practice facility (driving range, putting green, chipping green) for the players by stocking and distributing practice range balls, drinks, snacks. Regulate access for the players and tournament officials.

*Dates of Operation: Monday - Sunday (November 8 - 14)*

*Committee Minimum Age: 18*

**SPECIAL EVENTS:** Assist with the coordination, set-up, tear down, registration and operations for special events (non-golf related) prior to and during tournament week. Events include but are not limited to – Putt Fore Charity Event, Volunteer Party, Youth Day, and other TBD Charles Schwab Cup Championship events.

*Dates of Operation: TBD; events are mainly during tournament week (November 8 - 14) but one or two may be prior to tournament and off-site.*

*Committee Minimum Age: 18*

### **STANDARD BEARER:**

The duty to carry the sign that shows the gallery what players are in the group and displays their current scores. A basic understanding of golf scoring and golf etiquette is required, though can be learned from a walking scorer. Training is required for new volunteers in this committee and you must be able to carry a standard sign (approx. 7 lbs.) and walk for 18 holes.

*Dates of Operation: Wednesday - Sunday (November 10 - 14)*

*Committee Minimum Age: 14*



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**SUPPLY DISTRIBUTION:** To inventory, distribute and maintain tournament supplies such as ice, coolers, drinks, and spectator information to designated areas. Committee requires a significant amount of lifting. Golf cart operation may be required. **Must be at least 25 years old with a valid driver's license issued by the volunteer's jurisdiction of residency to operate a golf cart when transporting products.**

*Dates of Operation: Pre-Saturday - Post Monday (November 6 – November 15) Committee Minimum Age: 25*

**TRANSPORTATION:** Provide transportation to players and their families along with VIP guests before, during and after the tournament. Assist with the inventory and control the distribution of official tournament vehicles prior, during and post tournament. Volunteers on this committee will meet players, officials and designated guests at the airport and assist them with their transportation needs (primarily at the beginning and end of tournament week). **Must be at least 25 years old with a valid driver's license issued by the volunteer's jurisdiction of residency to drive a courtesy car.**

*Dates of Operation: Pre-Saturday - Post Monday (November 7 – November 15) Committee Minimum Age: 25*

**TELEVISION SPOTTERS:** Work directly with Golf Channel. Responsibilities include carrying microphones, equipment, and relaying information to Golf Channel staff. This committee requires some basic golf knowledge, ability to walk the course/keep pace and minor lifting.

*Dates of Operation: Thursday - Sunday (November 11 - 14)*

*Committee Minimum Age: 18*

**UNIFORM DISTRIBUTION:** Inventory, packing and distribution of volunteer apparel and credentials. Responsibilities include management of uniform distribution area, apparel exchanges, sales and returns. Lifting is required.

*Dates of Operation: October 29, October 30, November 6*

*Committee Minimum Age: 18*

**VOLUNTEER SERVICES HQ:** Responsible for the operation and management of Volunteer HQ during tournament week (exclusive use of credentialed volunteers). Assist with food and beverage; lunch chits; check-in; maintain clean hospitable environment; merchandise sales; and creating an overall excellent volunteer experience.

*Dates of Operation: Monday - Sunday (November 8 - 14)*

*Committee Minimum Age: 18*

**WALKING SCORERS:** The walking scorer is responsible for keeping on-course statistics and scores using a handheld computer device and radio with headset. A good understanding of the rules of golf and golf etiquette are required. You must have the ability to walk 18 holes in all weather conditions while maintaining responsibility for your equipment. Training is required for this committee.

*Dates of Operation: Wednesday - Sunday (November 10 - 14)*

*Committee Minimum Age: 18*