

**10<sup>th</sup> TEE SHUTTLES:****Committee Minimum Age: 25****Dates of Operation: Sunday – Friday (August 15 – August 20)*****\*Volunteers must be able to work full day shifts on this committee\****

Volunteers on this committee will transport players to and from the clubhouse to the 10<sup>th</sup> Tee. You must be comfortable driving 15 passenger vans. **Please note: must be at least 25 years old with a valid driver's license issued by the volunteer's jurisdiction of residency to transport passengers.**

**ADMISSIONS (Will Call has now merged with this committee):****Committee Minimum Age: 16****Dates of Operation: Wednesday – Sunday (August 18 – August 22)*****\*Volunteers must be able to work full day shifts on this committee\****

Volunteers on this committee work to create a premium spectator experience for all. Ticketing and Will Call volunteers will be stationed at 3 different entrances on course, scanning tickets and greeting guests at one of the gates. Volunteers will also assist with the operation of the ticket office. Responsibilities include, but are not limited to, assisting with ticket sales, ticket scanning, ticket redemptions and will call. Great customer service skills are required as committee volunteers are the first people that the guests and sponsors interact with when arriving on-site. Volunteers are encouraged to learn about the tournament, so they are able to answer questions from spectators. This committee works outside all day and volunteers must be comfortable with being on their feet most of the day.

**AMBASSADORS:****Committee Minimum Age: 16****Dates of Operation: Wednesday – Sunday (August 18 – August 22)*****\*Volunteers must be able to work full day shifts on this committee\****

Volunteers on this committee work to create a premium spectator experience for all. Ambassador volunteers will be distributing stationed at one of the Fan Information tables on course. Volunteers are encouraged to learn about the tournament, so they are able to answer questions from spectators, such as directing them to the nearest restroom or informing them where they can find food. This committee will be given a Volunteer Ambassador Handbook with information prior to working.

**CADDIE SERVICES:****Committee Minimum Age: 18****Dates of Operation: Monday – Sunday (August 16 – August 22)*****\*Volunteers must be able to work full day shifts on this committee\****

The caddie services committee works directly with the PGA TOUR caddies to ensure that the professional caddies have the best experience on the PGA TOUR. Please note, this committee DOES NOT caddie throughout the tournament but rather oversees the operations of the caddie tent as well as assist with caddie registration and caddie lunches throughout the week. Great customer service skills and a positive attitude are required for this committee.

**COMMISSARY:****Committee Minimum Age: 18****Dates of Operation: Sunday – Sunday (August 15 – August 22)**

Volunteers on this committee will transport drinks, ice, and snacks from designated commissary location to all holes on the course, scoring, tents, practice range, media center, volunteer center, etc. Volunteers must be able to perform heavy lifting. **Please note: must be at least 18 years old with a valid driver's license issued by the volunteer's jurisdiction of residency to operate a golf cart.**



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Liberty National ♦ Jersey City, NJ ♦ August 16 – August 22, 2021



## CORPORATE HOSPITALITY:

Committee Minimum Age: 18

Dates of Operation: Wednesday – Sunday (August 18 – August 22)

Volunteers on this committee will greet guests, check credentials and provide wristbands to clients at all hospitality locations. Ensure that only properly credentialed clients are allowed inside the venue. Volunteers will also assist guests with directions to locate their hospitality location and other areas around the course.

## COURSE PREP:

Committee Minimum Age: 16

Dates of Operation: Thursday, August 12-Sunday, August 15 and Monday, August 23 (Dates subject to change)

*\*This committee only operates before and after the tournament week. Volunteers must be willing to work the full shift for each day.*

This committee assists with rope and staking of the course and all ancillary areas as specified. Committee will install stakes & ropes before the tournament and collect stakes & ropes after tournament. Other physical labor tasks may be asked of you as well. Must be willing to work outside and perform physical labor.

## EVACUATION:

Committee Minimum Age: 25

Dates of Operation: Monday – Sunday (August 16 – August 22)

*\*Volunteers must be able to work full day shifts on this committee\**

Assist in facilitating the evacuation plan for players in case of inclement weather. Must remain calm under pressure and in bad weather conditions. You will be driving either a golf cart or a 10-passenger van. **Please note: must be at least 25 years old with a valid driver's license issued by the volunteer's jurisdiction of residency in order to operate a golf cart transporting passengers.**

## GALLERY MANAGEMENT (\*\*FORMERLY KNOWN AS MARSHALS\*\*):

Committee Minimum Age: 16

Dates of Operation: Wednesday – Sunday (August 18 – August 22)

*\*Volunteers must be able to work full day shifts on this committee\**

Volunteers in this committee enforce crowd control during the tournament, ensuring players safe and easy access from hole to hole and signaling the gallery for quiet as players address the ball for their shot. Gallery Management volunteers are assigned to each of the 18 holes on course and are responsible for keeping the crowds moving smoothly with play from outside the ropes. These volunteers are on their feet all day and volunteers must be prepared for all weather conditions.

## GOLF CARTS:

Committee Minimum Age: 25

Dates of Operation: Sunday – Sunday (August 15 – August 22)

*\*Volunteers must be able to work full day shifts on this committee\**

Volunteers in this committee will manage inventory, distribution and collection of golf carts during tournament week. The committee will also assist in shuttling volunteers to certain locations in the morning. **Please note must be at least 25 years old with a valid driver's license issued to operate a golf cart.**

## GUEST SERVICES SHUTTLES:

Committee Minimum Age: 25

Dates of Operation: Wednesday – Sunday (August 18 – August 22)

*\*Volunteers must be able to work full day shifts on this committee\**

Volunteers in this committee will transport guests that require assistance to and from admission gate, specific viewing areas on course and hospitality locations. Committee will run one route on course in continuous loops. Shuttles will also assist in picking up volunteers during evacuations. **Please note: must be at least 25 years old with a valid driver's license to operate a golf cart and transport passengers.**

**MEDIA CENTER: CLOSED****Committee Minimum Age: 18****Dates of Operation: Monday – Sunday (August 16 – August 22)**

The media center is the hub for television, print and radio reporters during the tournament. The media committee works directly with the PGA TOUR communications team to assist in the operation of the media center. Helping to organize interviews with players, working with reporters and being a general help to the many people housed within the media center are just a few of the many responsibilities for this committee.

**PATRIOTS OUTPOST:****Committee Minimum Age: 16****Dates of Operation: Wednesday-Sunday (August 18– August 22)**

This committee will greet guests, check credentials, provide wristbands, and act as a concierge service to military members and their families.

**SHIPPING & RECEIVING (Previously known as Supply Distribution):****Committee Minimum Age: 18****Dates of Operation: Monday-Sunday (August 16 – August 22)**

This committee will work with FedEx, UPS and any other carrier service that delivers to the tournament on receiving and shipping packages during tournament. This committee will also assist delivering packages to clients on course on days required. Volunteers must have the ability to lift a minimum of 5lbs and be on their feet most of the day. The position works outside most of the day and volunteers must be prepared to work in all weather conditions.

**SHOTLINK:****Committee Minimum Age: 18****Dates of Operation: Thursday – Sunday (August 19 – August 22)*****\*Volunteers must be able to work full day shifts on this committee\******Training is MANDATORY (online and in person) and the use of technology is required in this position.**

There are 3 different placements of volunteers. When choosing this committee, you may be placed as one of the three positions below.

**1. LASER BASED OPERATOR**

- a. 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. Laser 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 Wednesday of tournament week and should be available to work a shift for at least two tournament days.

**2. TABLET OPERATOR**

- a. The Tablet Operator role is divided into 3 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. 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. A one-hour online training course and an additional one-hour in-person training session prior to tournament week are required. Tablet Operators are also encouraged to attend on-course training on Wednesday of tournament week and should be available to work for at least two tournament days.

**3. ROVER**

- a. The Rover position is responsible for rotating through each of the ShotLink Volunteer positions on a specific golf hole to provide breaks, answer questions, and provide assistance as needed. In some cases, the Rover



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may serve as a liaison between the ShotLink Truck and the ShotLink volunteers on the Rover's assigned hole. The Rover should be an experienced volunteer that has completed the training for each type of volunteer position, as well as training specific to the ShotLink Rover position. Rovers will be required to attend and/or assist with the on-course training provided to Laser, Tablet and Spotter volunteers on Wednesday of tournament week and should be available to work for at least two tournament days.

### **SHOTLINK SPOTTERS (similar to Marshal Ball Spotting):**

**Committee Minimum Age: 18**

**Dates of Operation: Thursday – Sunday (August 19 – August 22)**

***\*Volunteers must be able to work full day shifts on this committee\****

The Spotter positions assist the fairway operators with locating ball positions and identifying situations where the player's shot may be obstructed. This position requires 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 1 side of a golf hole). Spotters should be physically fit and capable of standing/walking for the duration of their shift in a variety of weather conditions. The ShotLink Advance staff will provide orientation for this role on-site in conjunction with the committee chairperson. The Spotter should be available to work for at least two tournament days.

### **SPECIAL EVENTS (Pro Am and Honorary Observers):**

**Committee Minimum Age: 16**

**Dates of Operation: Wednesday – Sunday (August 18 – August 22)**

***\*Volunteers must be able to work full day shifts on this committee\****

This committee provides support for all aspects of the tournament's special events and honorary observer program. For the pro-am, responsibilities include but are not limited to, assisting with pro-am gifting, registering amateurs upon arrival, bag drop, working with the caddie program and assisting at the pairings party and awards parties, if needed. Volunteers will then oversee the registration, training and execution of the honorary observer program Thursday – Sunday. Volunteers will be asked to assist with Volunteer Appreciation party as well. This position works outside at times, so volunteers must be prepared for all weather conditions.

### **STANDARD BEARER: CLOSED**

**Committee Minimum Age: 14**

**Dates of Operation: Thursday – Sunday (August 19 – August 22)**

***\*Volunteers must be able to work full day shifts on this committee\****

Standard bearers are tasked with the duty of carrying 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 it can be learned from the walking scorer. Training is required for new volunteers on this committee. Volunteers must be able to walk 18 holes carrying a 5 lbs. sign in various weather conditions.

### **Tournament Administration (\*\*Uniform Distribution and Office Administration have combined into this committee\*\*):**

**Committee Minimum Age: 16**

**Dates of Operation: Pre-Tournament and Monday-Sunday (August 16-August 22)**

***\*This committee operates before the tournament. The exact dates, times and locations will be determined at a later date.***

Prior to tournament week, these committee volunteers assist with the inventory and packing of volunteer uniforms. Uniform distribution volunteers will work one weekend leading up to the tournament. During tournament week, volunteers will assist the tournament staff with general administration duties including answering the phones, assisting with meal chit distribution, packing credential envelopes, and assembling raffle prizes.

### **TRANSPORTATION:**

**Committee Minimum Age: 25**

**Dates of Operation: Pre-Tournament Saturday – Post-Tournament Monday (August 14 – August 23)**

Transportation committee members are responsible for the pickup and drop off of players and their families throughout the course of the week. Committee members receive, inventory and control the issuance of tournament courtesy cars. Volunteers on this committee will meet players, officials and designated guests at the airport and assist them with their transportation needs. Must be over 25 years of age and have a valid driver's license. The largest need in this committee falls at the beginning and end of tournament week.



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### **VOLUNTEER CENTER:**

**Committee Minimum Age: 16**

**Dates of Operation: Monday – Sunday (August 16 – August 22)**

The volunteer center committee assists in servicing the volunteers during tournament week in the volunteer tent. Responsibilities include answering volunteer questions, directing volunteers to their committee check-in locations, re-stocking snacks and beverages and assisting the tournament in creating an overall excellent volunteer experience. This position is one that can be very busy and quiet at times throughout the tournament week.

### **WALKING SCORERS: CLOSED**

**Committee Minimum Age: 18**

**Dates of Operation: Wednesday – Sunday (August 19 – August 23)**

***\*Volunteers must be able to work full day shifts on this committee. All volunteers must work the pro-am day on Wednesday, August 18\****

**Training is MANDATORY (online and in person) and the use of technology is required in this position**

The walking scorer is responsible for keeping on-course statistics and scores using a handheld computer device and a voice 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. The PGA TOUR staff holds a training orientation for this committee that volunteers are required to attend to learn how to become a walking scorer. You must have prior experience as a walking scorer to be on this committee.