



ADMISSIONS

Responsibilities: Members of this committee will be responsible for selling tickets and assisting at Will Call locations.

- Provide spectators with appropriate credentials and tickets at a pick-up/drop-off location
- Greet spectators upon arrival at the tournament
- Fulfilling orders that have been pre-purchased
- Maintaining order throughout the ticket purchasing process
- Active knowledge of ticket pricing options and relaying that to spectators

Requirements:

- Excellent customer services skills
- Calmly deal with customers in a calmly manner
- Comfortably work with technology such as computers, iPads, and scanners.

Shift Requirements:

- 7:00am-5:30pm Wednesday through Sunday
- Hours may vary depending on shift assignment

AMATEUR PLAYER SERVICES

Responsibilities: Members of this committee are responsible for providing outstanding customer service to PGA TOUR Players, sponsors, Amateur Players and their guests during registration and tournament week.

- Assist Amateur Players in the registration process
- Assist Tournament Staff in management of Amateur Registration
- Assist guests with tournament and community information
- Direct guests to tournament courses and events
- Assist with dining reservations and suggestions
- Assist with transportation
- Assist with spa arrangements
- Assist with Will Call requests

Requirements:

- Must have excellent customer service skills and experience
- Must be familiar with the Coachella Valley
- Should be self-starters; organized and possess an outgoing personality
- Basic knowledge of the game of golf

Shift Requirements:

- Must be available to work a minimum of 4 days (Monday – Sunday) Hours may vary depending on shift assignment
- This committee is based out of the host hotel
- Preference will be given to prior members of the committee



COMPETITION SUPPORT- BALL SPOTTERS

Responsibilities: Members of this committee will assist fairway Location Based Operators with locating ball positions and identifying situations where players' shots may be obstructed as well as assist at the tee box with directional knowledge of where the ball is going.

Requirements:

- Should have knowledge of the game of golf
- Commitment to timeliness, accuracy and attention to detail
- Be able to sit/stand and walk to and from locations

Shift Requirements:

- Must be available to work 4 full days (Thursday – Sunday) at Stadium Course at PGA WEST only.

COMPETITION SUPPORT- LOCATION BASED OPERATORS (FORMALLY SHOTLINK)

Responsibilities: Members of this committee assist with Shotlink scoring system that is stationed on the fairway and green of each hole.

- Be able to operate Shotlink devices. This device is used to record information about the players' shots and disseminates real-time scoring and statistical data.
- To learn more about ShotLink please visit <http://www.shotlink.com/volunteers/laser-operators>

Requirements:

- Must attend Shotlink training sessions both in classroom and on course training to review the Shotlink system with a PGA TOUR representative.
- Should be comfortable with technology
- Must be able to walk to and from their assignment each day

Shift Requirements:

- Must be available to work 4 full days (Thursday – Sunday) at Stadium Course at PGA WEST only.



COMPETITION SUPPORT - WALKING SCORER

Responsibilities: Members of this committee are responsible for walking with a group to keep statistics and hole-by-hole records for each player.

- Scorers must enter information on each shot into an electronic palm-pilot

Requirements:

- Must have knowledge of the game of golf and score keeping
- Must attend mandatory training, conducted by a member of the PGA TOUR, on how to use the devices. Both new and returning volunteers are required to attend training session.
- Must be comfortable with technology
- Must be in excellent health and physically able to walk 18 holes for 4 consecutive days
- To learn more about Walking Scoring please visit <http://www.shotlink.com/volunteers/walking-scorers>

Shift Requirements:

- Must be available to work 4 full days depending on course assignment (Wednesday – Sunday)

COURTESY CARS SET UP (FORMALLY GAS UP GANG)

Responsibilities: Members of this committee are responsible for transporting Tournament Courtesy Car vehicles from drop off location to the Airport and PGA WEST and then retrieving them at the end of the tournament and returning them to the dealership.

- Assist with preparing tournament fleet of courtesy cars
- Responsible for keeping assigned vehicle's gas tank full
- Responsible for tracking vehicle keys and coordinating placement

Requirements:

- Must have valid Driver's License
- Must be 25 years or older
- Must have complete local knowledge of the area
- Must have knowledge of newer vehicle technology
- Must be available before and after tournament week

Shift Requirements:

- Must be available for 4 shifts
- May be asked to be available to assist with preparing tournament fleet of courtesy cars, including pick-up/drop-off and fueling prior to the tournament start.



FAN AMBASSADORS (FORMALLY HOSPITALITY LA QUINTA)

Responsibilities: Members of this committee will assist with on-course hospitality functions and tournament entrance of the event including:

- Assist with sponsor, contestant and guest relations
- Greet all guests and assist with answering questions
- Controlling access to properly credentialed guests
- Greet Spectators/patrons upon arrival
- Direct spectators to various locations on and off tournament site

Requirements:

- Need to be knowledgeable, helpful and courteous
- Assist in general upkeep of suite throughout the week
- Ownership and knowledge of area assigned
- Possess an outgoing and vibrant personality
- Excellent customer service skills
- Must be familiar with event site and golf course
- Must be in good physical condition and able to stand for a majority of their shift

Shift Requirements:

- Minimum of 3 days, Thursday- Saturday

FEATURED GROUPS (FORMALLY WALKING MARSHALS)

Responsibilities: Members of this committee are assigned to walk with marquee player groups.

- Will be assigned to one of three courses
- Walk with a different player group each day
- Some members will travel with same player group all three days of Pro-Am play
- Assist players when moving from green to tee ensuring gates and ropes are in use
- Assist with gallery control on tees, fairways and greens
- Assist gallery by answering questions, give directions to spectators

Requirements:

- Must be in excellent health and physically able to walk 18 holes for three or four consecutive days.
- Must have good people skills

Shift Requirements:

- Minimum 4 full days, depending on course assignment (Thursday through Sunday)
- Shifts will be by tee times



GALLERY MANAGEMENT (FORMALLY COURSE MARSHALS)

Responsibilities:

- Gallery control for the tournament
- Ensures PGA TOUR safety and movement around the golf course
- Control spectator noise
- Crowd control around tees, fairways and greens
- Assist in transitions between holes

Requirements:

- Must be in good physical condition
- Able to stand for periods of time
- Able to walk to-and-from their respective assignments

Shift Requirements:

- Shifts range Wednesday through Sunday starting times vary
- Must be available Thursday-Saturday

GOLF CHANNEL (FORMALLY TV DETAIL)

Responsibilities:

Provide assistance to Golf Channel Staff during tournament week broadcast. This committee provides assistance with microphone operation, spotters and runners.

Requirements:

- Must be in good physical condition
- Able to stand for periods of time
- Able to walk to-and-from their respective assignments
- Must have extensive golf knowledge

Shift Requirements:

- Shifts range Wednesday through Sunday starting times vary
- Must be available Thursday-Saturday

HOSPITALITY SUITES

Responsibilities: Members of this committee will assist with on-course hospitality functions and tournament entrance of the event including:

- Assist with sponsor, contestant and guest relations
- Greet all guests and assist with answering questions
- Controlling access to properly credentialed guests
- Greet Spectators/patrons upon arrival
- Direct spectators to various locations on and off tournament site



Requirements:

- Need to be knowledgeable, helpful and courteous
- Assist in general upkeep of suite throughout the week
- Ownership and knowledge of area assigned
- Possess an outgoing and vibrant personality
- Excellent customer service skills
- Must be familiar with event site and golf course
- Must be in good physical condition and able to stand for a majority of their shift

Shift Requirements:

- Minimum of 4 days, Wednesday through Sunday

MERCHANDISE TENT

Responsibilities: Members of this committee will aid in the set up and operation of the Official merchandise tent.

- Managing stock
- Maintaining displays
- Greeting and assisting patrons as they enter and exit the tent

Requirements:

- Excellent customer service experience is preferred
- Possess good people skills
- A friendly and helpful attitude is a must

Shift Requirements:

- Minimum of 4 shifts (Saturday(prior to tournament week)-Sunday)
- AM, Mid and PM shifts are available
- Shifts may be 4.5 to 5.5 hours in length

PRACTICE AREA (FORMALLY DRIVING RANGE/CLUBHOUSE)

Responsibilities: Members of this committee will be responsible for the management of specific areas in regards to access control, crowd management and PGA TOUR player safety: Driving Range and Putting Green.

- Controlling access to properly credentialed guests
- Assisting players in movement around the driving range and practice greens
- Ensuring respectful and orderly behavior by members of the gallery

Requirements:

- Must be in good physical condition
- Must be able to stand for a majority of their shift



Shift Requirements:

- Minimum of 4 days (Monday through Sunday)

SCOREBOARDS

Responsibilities: The Public Scoreboard lists the contestants in the field and their scores for every hole played. It will be this committee's responsibility to post all scores as they are transmitted via computer to the Public Scoreboard.

- Update Scoreboard in timely manner
- Work with Radio to communicate with scoring
- Be able to understand PGA TOUR scoring system

Requirements:

- Should be comfortable with technology
- Strong knowledge of Golf
- Must be in good physical shape

Shift Requirements:

- Must be available to work 3 full days (Thursday – Saturday)

STANDARD BEARERS-NICKLAUS & LA QUINTA ONLY

Responsibilities: Accompanying each group and helping to maintain accurate Players Scores on a STANDRD sign and help display groups score in relation to Par on a cumulative basis.

- Must be in good physical condition
- Must be able to walk long distances
- Must be able to list at least 10 Pounds
- Must have in depth knowledge of golf and golf etiquette

Shift Requirements:

- Minimum 3 days (Thursday – Saturday)
- Hours 7:30 a.m. – 4:30 p.m., hours may vary depending on tee time assignment

SUPPLY AND DISTRIBUTION

Responsibilities: Receive, control and distribute pairing sheets, programs, and on course refreshments for use by the players.

- Must be in good physical condition
- Must be able to walk long distances
- Must be able to lift more than 40 pounds

Shift Requirements:



- Minimum 4 days (Sunday – Sunday)
- Hours 6:30 a.m. – 2:30 p.m., hours may vary depending on additional help

CARTS

Responsibilities: Manage the tournament golf cart fleet prior to and during tournament week.

- Volunteers will check in/out, and charge all carts each day of tournament week.
- Volunteers will need to inventory at the end of each day to ensure that all carts and keys are returned.
- Assist in tracking any cart issues to report to the Staff member overseeing Carts

Requirements:

- Must have a valid driver's license and be 18 years of age or older.

Shift Requirements:

- Sunday-Sunday 6:00am-5:30pm
- Hours may vary depending on shift assignment

TOURNAMENT SUPPORT (FORMALLY MEDIA & TOURNAMENT OFFICE)

Responsibilities: Support tournament staff by answering phones, assembling invitations, mailing tickets, and various office duties as well as assisting in the Media Center throughout tournament week. Media Center positions require assisting in gathering player signatures and coordination of the organization of photos.

Requirements:

- Must have excellent customer service skills and experience
- Must be familiar with the Coachella Valley
- Should be self-starters; organized and possess an outgoing personality
- Basic knowledge of the game of golf

Shift Requirements:

- Hours 6:30 a.m. – 4:30 p.m., hours may vary depending on shift
- Shifts will be located inside of Tournament Office at the event
- 6:30 a.m. – 1:30 p.m., hours may vary depending on additional help needed in Media Center



VIP/PLAYER TRANSPORTATION

Responsibilities: Members of this committee are responsible for transporting PGA TOUR professionals and Amateur players, their families and other VIP guests around the Coachella Valley.

- Players/VIP's – transport PGA TOUR professionals, Amateur players and VIP guests, their families and guests to various locations around the Coachella Valley, including to-and-from Palm Springs airport, local private airports, tournament courses and host hotel
- Assist with preparing tournament fleet of courtesy cars
- Responsible for keeping assigned vehicle's gas tank full
- Must use discretion when transporting VIP guests and TOUR Players

Requirements:

- Must have valid Driver's License
- Must be 25 years or older
- Must have complete local knowledge of the area
- Must have knowledge of newer vehicle technology
- Be on hand throughout tournament week to transport players to various locations

Shift Requirements:

- Player/VIP transportation volunteers – Must be available to work a minimum of 4 days (Sunday(Prior to tournament) – Sunday AM or PM shifts)

VOLUNTEER SERVICES

Responsibilities: Members of this committee will assist with set-up and supervising distribution of volunteer clothing and credentials:

- Distribution of credential and packets
- Uniform sizing and exchanges
- Additional purchases by volunteers

Requirements:

- Long periods of walking or standing
- Indoor job

Shift Requirements:

- Minimum of 3 days Pre-tournament week to Sunday, end of tournament week. Majority of your shifts will be prior to tournament week.