



## Volunteer Committee Descriptions

(Unless noted – all positions are for Tournament Week)



**ACCOMMODATIONS** – *Chairs: Linda Staurovsky* – Assist PGA TOUR Players, Sponsors, Pro-Am players and Individuals with their hotel reservations, on-site RV parking, and private home rentals. Work closely with player's to assure that hotel accommodations are meeting their needs and requests. Do follow-up with hotels as necessary to rectify problems. Make visitations to local hotels and negotiate rates for the Valero Texas Open.

**Committee needs help September throughout tournament week.**

**ADMINISTRATIVE SUPPORT** – *Staff liaison: Monica Villarreal* -- Assist the tournament staff with general office tasks and logistics. Mass mailing, phone answering, data entry (computer knowledge and basic office skills helpful). Greatest needs are from January through May. **HELP NEEDED YEAR ROUND.**

**ADMISSIONS** – *Chairs: Ashby Cowart and Brad Bryant* -- As a key first point of contact for our spectators and fans, members of the admissions committee are responsible for ensuring that all guests are admitted to the tournament with the correct credentials. Requirements for this committee are, but not limited to a pleasant personality, standing for long periods of time and the ability to provide tournament information and directions.

**AIRPORT RECEPTION/ PRO COURTESY VEHICLES** (New for 2012-These two committees have been combined) *Chairs: Teresia Harwell and Bill Weber* - Assist with pick up and return of courtesy vehicles from local dealerships to airport, private terminals, and golf course. Greet players and families arriving at airport, conduct quick administrative documentation, assist with the loading of player/families luggage. Assist players with the return of the vehicle when departing and to dealerships. Work location - San Antonio airport. Driver license and proof of insurance required. Some lifting and some late hours, setup starts the week before the tournament.

**APPAREL & VOLUNTEER HOSPITALITY** (New for 2012-These two Committees have been combined) – *Gilbert Cruz and Ken Stokes* -- Oversee all volunteer food presentation and distribution. Keep the volunteer tent clean, organized and inviting. Create and maintain a volunteer registration process. Must be energetic and very friendly. Help distribute volunteers' uniforms 3 to 4 weeks prior to tournament. Standing for long periods of time and heavy lifting required.

**BACKYARD / CONCERT** (New for 2012) – *Chairs: Bill Rapson and Dave Falzereno* -- The Backyard/Concert Committee is responsible for the set up/tear down of the concert(s), promotion of the concert and assisting the Backyard vendors. Volunteers will also help with concert ticketing, direction of patrons and providing general information. Assistance will be needed with load-in/load-out, transportation of band and providing runner service if needed. Some heavy lifting and late hours may be required. Committee volunteers will also provide assistance to restaurant vendors and other exhibitors during tournament week.

**CADDIE MASTER** — *Chairs: Mike Pollog and Tom Wright* -- Serve as a liaison between the tournament and caddies; register caddies, issue and collect caddie bibs with nameplates.

**CHARITY VOLUNTEERS** – *Staff liaison: Stephanie Sage and Lauren Green* -- Assist with general office tasks and logistics. Specifically working with Birdies for Charity, Chip In For Schools, & Valero Texas Open TOUR Wives visit. Assist with mass mailing, & data entry (computer knowledge and basic office skills helpful). Greatest needs are from November through June. **HELP NEEDED YEAR ROUND.**

**CORPORATE HOSPITALITY** – *Chair: J. R. Reichl* -- Host and greet guests in Skyboxes, record entry with proper credentials at all Hospitality Skybox locations. People who like to have fun, smile a lot and be on their feet are best here.

**CREDENTIALS** – *Staff liaison: Monica Villarreal* -- Assist the office staff in the inventory control of all tickets and parking passes. Put together customized hospitality packages that will be sent to corporations, Pro-Am packages, etc. Assist with Will-Call during the tournament and work on a ticket utilization report for final audit.

**ENVIRONMENTAL** - *Chair: Tom Rasmussen* -- Monitors waste receptacles and general grounds appearance to ensure a safe and clean environment.

**FAN FEST/ EXPO** - *Chairs: Dave Reta and Paul Hopper* -- Assist sponsoring companies in Fan Fest area with load in/load out of Expo space, monitor area throughout tournament week and ensure it is clean and presentable.

**GALLERY CONTROL/MARSHALLS** – *Chairs: Mike Gurganus and Jeff Marsh* -- Ensure fair play, crowd control, and safety of spectators. Golf knowledge beneficial; long periods of standing in hot and humid conditions plus some walking. Days required Wednesday through Sunday of tournament week. **No scheduling for Gallery Control will be done Monday and Tuesday.**

**GOLF CARTS** – *Chairs: Tom Mabe and Thomas Holmes* -- Issue golf carts to authorized users and account for carts on course. Park carts and charge at end of day. Moderate amounts of walking and standing.

**GREETERS** – *Chairs: Jerry Cavazos and Francisco Saenz* -- Greet the public at entry gates and provide general info and directions. Coordinate public transportation for spectators to course. Requires standing for long periods of time.

**LASER/SHOTLINK** – *Chairs: Cynthia Mars and Keith Smith* -- This committee provides volunteers to operate the laser equipment for the PGA ShotLink operations. The ShotLink system collects and disseminates scoring and statistical data on every shot by every player in real-time. Laser equipment is located on fairways and greens requiring two volunteers at each laser. The volunteers must be present before the first player arrives and maintain continuous operation until the last players passes.

**MEDIA (Media Center/Broadcast)** - (New for 2012-These committees have been combined) – *Chairs: Paul Greenwood and Gary Quesenberry* -- Handle media credential requests to those meeting requirements. Setup and operate media center. - Support CBS broadcast primarily as on-course spotters and on-course wireless microphone crews. Support XM Radio broadcast by driving staff around course in cart. Must be able to walk course and carry microphone, plus be very familiar with golf etiquette and rules. Important: Individual **MUST** be able to work all 4 days during Broadcast (Thursday – Sunday).

**MEDICAL** – *Chairs: Sanjeev Mehra and Dr. Jack Bragan* -- Assist physicians on-site with medical issues that arise.

**MILITARY AFFAIRS** – *Chairs: Bob Clark and Steve Polk* -- On-site liaison. Assist with military event planning and on-site activation.

**OFF-SITE TRANSPORTATION** – *Chairs: Ed Bustamante and John Snyder* -- Provide transportation for the professional players and wives. Requires some driving in congested areas and knowledge of the city; At least 21 years of age, must have valid driver's license and proof of insurance.

**PARKING** – *Chairs: Jac Yon and Bob Benavides* -- Direct spectators, sponsor and volunteers in various parking lots, assist in set up and verify parking passes at entrances to parking facilities.

**PLAYER RELATIONS & FINANCE**– *Chairs: Lorrie Ortega and John Vega* -- Assist with social activities, childcare, transportation, reservations, and special needs for players and their families. Strong interpersonal skills, outgoing, enthusiastic and flexibility needed; Tournament week only.

**PRACTICE FACILITY** – *Chairs: Daryl Johnson and Danny Hayes* -- The Practice Facility Committee is responsible for the set up/tear down of the practice facility and the day to day operations of the area that includes the driving range, putting green, chipping green and the surrounding spectator areas. As PGA TOUR professionals enter and exit the range, volunteers will be responsible for setting up nameplates that identify each player, providing the players golf balls and general assistance. Marshaling of the area and crowd control will be required as well as allowing properly credentialed people in the area. Knowledge of the players is helpful, but not necessary. This position works outside all day and volunteers must be comfortable with and prepared for all weather conditions. Volunteers are needed from Monday through Sunday and will be staffed from 6AM until 7:30PM each day.

**PRO-AM (OAKS COURSE)** – *Chairs: Richard Baskin and Jimmy Heston* -- Assist with set-up, Pro-Am gift distribution, Pro-Am Registration, Pro-Am Pairings parties; and Pro-Am Tournaments. Must be able to stand for long periods of time with occasional moderate lifting. Days required: Saturday through Wednesday.

**PRO-AM (CANYONS COURSE)** – *Chair: Joe Heston* -- Assist with set-up, Pro-Am gift distribution, Pro-Am Registration, Pro-Am Pairings parties; and Pro-Am Tournaments. Must be able to stand for long periods of time with occasional moderate lifting. Days required: Saturday through Saturday.

**PRO/VIP SHUTTLES** – *Chairs: Jenny Fisher and Chris Hudson* -- Drive multi-passenger golf carts to shuttle players, caddies and VIP's. At least 21 years of age with valid driver's license and proof of insurance.

**REFRESHERS** – *Chairs: Ruben Cortinas and Michael Forckenbrock* -- Supply various locations on and off course with food and beverage. Some heavy lifting and working in hot & humid conditions.

**SCORERS** – *Chairs: Dwayne Wilkins and Doug Elssesser* -- Scoring volunteers will walk and record the strokes taken by each player, along with their statistics. Requirements for this committee are to be able to walk the entire course with the golfers and have the knowledge to work the handheld scoring unit. A mandatory class prior to the tournament is required.

**SECURITY / MOBILE DEVICE TASK FORCE** – *Chairs: Corky Salinas and Greg Rodriguez* -- Assist uniformed officers in securing various locations such as the clubhouse and driving range. Serve as liaison with private security company.

**SET-UP/TEAR-DOWN** – *Chairs: J.R. Erdman and Ted Nelson* -- Assist with various construction projects onsite and in the operations compound. Install fencing and light construction work as needed. Position requires walking, standing and frequent heavy lifting and familiarity with common hand tools. Help needed late March through late April.

**STANDARD BEARERS** – *Chairs: Denny San Miguel and Bob Stegge* -- Assist with score keeping for the tournament by carrying a sign to inform the public of the golf professionals' score. Must be able to walk the entire golf course, carry a sign, and have some golf knowledge. Volunteers are primarily needed Wednesday - Sunday, with the weekend tee times selected from those working Wednesday - Friday.

**STRIKE FORCE / SPECIAL OPERATIONS** (Formerly Strike Force & Communications) – *Chairs: Nelson Harborth and Don Bearbower* -- Standby team that acts as a liaison to all other committees; must be flexible. Some responsibilities can involve physical labor at various locations; golf knowledge a must. Responsible for the collection and distribution of completed scorecard information to the Media Center and the Main Scoreboard. Also assign, distribute, and collect radios and cell phones used during the tournament. Help needed Friday before tournament week through Sunday of tournament.

**VOLUNTEER HOSPITALITY & APPAREL** (New for 2012-These two Committees have been combined) – *Chairs: Gilbert Cruz and Ken Stokes* -- Oversee all volunteer food presentation and distribution. Keep the volunteer tent clean, organized and inviting. Create and maintain a volunteer registration process. Must be energetic and very friendly. Help distribute volunteers' uniforms 3 to 4 weeks prior to tournament. Standing for long periods of time and heavy lifting required.

**WILL CALL** – *Chair: John Poloti* -- Staff on-site and off-site locations that hold tickets for customers.