

Role Description

Position: Captain

Committee: *Transportation*

Last Updated: 2026

General Description: Captains are responsible for assisting in the preparation and operation of the committee that they are assigned to.

Level of Authority: Captains report to the Committee Heads of Transportation

Captain Responsibilities:

All generic Captain responsibilities listed below are subject to individual committee's specific requirements and needs, and therefore not all may be applicable to every Captain on every Committee

- Invited to attend the Committee Head dinner in the Spring which is used as the launching point for each year's National Bank Open
- Encourage and be responsible for all volunteers (including themselves) to submit application and waiver forms before the deadline
- Maintain contact with their Committee Head regarding the status of the committee and work with them on any changes that may be required
- Attend and assist at the volunteer fairs with the hiring of new volunteers
- Be familiar with all the information in the Volunteer Handbook, the Emergency Response Manual and this Captain Role Description
- In conjunction with their Committee Head(s), update the Volunteer Role Description and Welcome Letter for their committee on a yearly basis
- Potentially be the point person for your Committee's volunteers for communication and questions from the time welcome letters go out till the end of the event
- Assist in submitting the site and supply requirements on a yearly basis by the deadline established by the Volunteer Coordinator
- Assist in the pre-tournament orientation meeting with the volunteers on your committee (i.e. detail volunteer benefits, tournament policies, volunteer role description)

- Potentially collect volunteer availability and create a schedule for your committee and submit to the Volunteer Coordinator
- Assist in confirming all catering requirements with the Volunteer Coordinator for your committee each year
- Liaise with their Committee Head regarding the distribution of accreditation, clothing, tickets, parking passes etc. for their Committee
- Work with the Volunteer Coordinator to confirm which volunteers will be eligible for service pins/awards
- Assist in ensuring that your area of the tournament is ready to go for the first day of operation by coming in ahead of time
- Assist in overseeing and managing the volunteers on your committee for the duration of the tournament
- Assist in the development of volunteers on your committee as potential Captains or Committee Heads moving forward
- Attend daily Committee Head meetings if invited to
- Assist in submitting daily reports (as required) to the Volunteer Coordinator (via Tournament Office), outlining any problems and providing suggestions
- Fill out volunteer personnel reports, as required
- Assist in completing volunteer ratings and final report and submit to the Volunteer Coordinator by the established deadline
- Attend the Committee Head Symposium in the Fall to work on improvements for the volunteer program and tournament

Transportation Captain Responsibilities:

- Take charge of their role areas in support of the Transportation Committee Heads
- Provide leadership in delivering transportation services to event guests with transportation access
- Assist with the supervision of transportation drivers in support of the Transportation Committee Heads
- Other relevant Transportation related tasks as assigned by the Transportation Committee Heads