

The Open 2024 Recruitment Request	
<b>Job Title:</b>	Way Finder Volunteer
<b>Department:</b>	Professional Championships
<b>Volunteer/Paid Role:</b>	Volunteer
<b>Job Purpose</b>	
To interact and welcome spectators outside the venue by providing general wayfinding assistance, information and local knowledge to the best of your ability. Be positive, friendly ambassadors for Troon and the local area promoting the town during the week of the Championship.	
<b>Job Description</b>	
<p><b>ROLE AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• This is a vocal role which will see you providing assistance and direction to spectators traveling to and from the course and answering questions they may have.</li> <li>• After the appropriate training, be fully aware of entrance and egress plans for your specific area ensuring the safe movement of spectators and the general public.</li> <li>• This role can be quick changing and positions could be altered during a shift so the ability to remain flexible is required.</li> <li>• Have a caring and compassionate approach to any spectators with any disability (including hidden disabilities) focusing on supporting their safety, wellbeing, and ability to access the course.</li> <li>• Remain calm, displaying a high level of patience in challenging circumstances.</li> <li>• A briefing sheet will be provided to assist when communicating key messages to the public as well as a staff handbook/map to show you all the facilities available to the spectators at The Open.</li> </ul> <p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience in communicating with the general public at any level is favourable.</li> <li>• Not Required but good local/ Open knowledge is favourable.</li> </ul> <p><b>SKILLS</b></p> <ul style="list-style-type: none"> <li>• Ability to work within a dynamic team environment.</li> <li>• Good Communication Skills.</li> <li>• Friendly and welcoming manner, with a high standard of customer service.</li> <li>• Basic Problem Solving.</li> </ul>	