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| The Open 2024 Recruitment Request | |
| Job Title: | Ticketing Assistant |
| Department: | Ticketing |
| Volunteer/Paid Role: | Paid |
| Job Purpose | |
| The Ticketing Department provide essential operations at The Open ensuring that all sales and enquiries are resolved by providing “world class” customer service. We contribute immensely to The R&A’s overall objectives with revenue gained from ticket sales being invested into the game of golf. | |
| Job Description | |
| Role and Responsibilities  The role of the Ticketing Assistant will be to provide on-site support at The Open. Based in our Ticketing Box Office they can be expected to carry out the following duties:   * Selling/upgrading any available tickets to The Open including processing card payments. * Resolving any ticketing issues such as lost, fraudulent or damaged ticket enquiries. * Playing a key role in the ticket collections process for the main box office and VIP collections facility. * Provide queue management assistance at box office facilities to support our spectators. * Utilise ticket scanners to provide issue resolution support to G4S at site entry gates. * Provide “world class” customer service and event information to our spectators.   Experience   * Event ticketing experience is desired but not essential. * Experience in providing excellent customer service. * Experience in processing card payments. * Technical competence and able to use a simple ticketing system and scanner system.   Skills   * A willingness to learn and take on new ideas. * Self-motivated and proactive and ready to work as part of a small team. * Durability and confidence to have some tough conversations. * Attention to detail. * A knowledge of golf or The Open is desirable but not essential. | |