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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 ResponsibilitiesThe 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.
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