

The Open 2023 Recruitment Request	
Job Title:	Player Services Assistant
Department:	Professional Championships
Volunteer/Paid Role:	Paid
Job Purpose	
Provide a world-class experience to players, their families and guests, and player support team members including caddies, managers, coaches, medical support staff and translators during The Open.	
Job Description	
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Act as first point of contact for players and guests within The Open Clubhouse, providing assistance and answering questions about all elements of the player experience. • Assist R&A staff with the player accreditation, ticketing and registration processes to ensure all players and guests have their requirements met in a timely fashion. • Assist with general oversight of The Open Clubhouse facility operations to identify and resolve potential issues as they arise. • Work with players and player managers to ensure scheduled player media, social media and broadcaster commitments are completed. • Liaise with Locker Room and Bag Store staff to ensure all player needs are being met throughout the Championship. • Provide a friendly, welcoming and comfortable environment for all guests within The Open Clubhouse. <p>EXPERIENCE</p> <ul style="list-style-type: none"> • Customer service experience is a must, along with a high degree of professionalism and discretion. • Experience working at other sporting or major events or in a fast-paced, public-facing environment. • Experience dealing with professional athletes, VIPs or celebrities is desirable. • Background in hospitality operations or public/media relations considered a bonus. <p>SKILLS</p> <ul style="list-style-type: none"> • Understanding of golf and golf tournament event operations. • Excellent communication skills and ability to stay calm under pressure. • Friendly, approachable, and customer-focused with a high attention to detail. • Takes initiative and seeks out opportunities to go “above and beyond” guest expectations. • Sensitivity to different cultural expectations and requirements. 	

- Additional language skills considered a bonus.