

The Open 2022 Recruitment Request

Job Title: Ticketing Assistant

Department: Ticketing (Commercial)

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 and around 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.
- Offer precise advice and guidance on our digital ticket functionality.
- 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.
- Assist with payment card transactions.
- Provide 'world class' customer service and event information to our spectators.

EXPERIENCE

- Event ticketing experience is desired but not essential.
- Experience in providing 'world class' 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.