The Open 2022 Recruitment Request

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Ticketing Assistant</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Ticketing (Commercial)</td>
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<tr>
<td>Volunteer/Paid Role:</td>
<td>Paid</td>
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**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.