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| The Open 2024 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 |
| Role and Responsibilities* 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.

Experience* 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.

Skills* 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 our opportunities to go “above and beyond” guest expectations.
* Sensitivity to different cultural expectations and requirements.
* Ability to speak additional languages is beneficial.
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