

The Open 2023 Recruitment Request	
Job Title:	Ticketing Assistant
Department:	Ticketing
Volunteer/Paid Role:	Paid
Job Purpose	
<p>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.</p>	
Job Description	
<p>ROLE AND RESPONSIBILITIES</p> <p>The 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:</p> <ul style="list-style-type: none"> • 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. <p>EXPERIENCE</p> <ul style="list-style-type: none"> • 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. <p>SKILLS</p> <ul style="list-style-type: none"> • 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. 	