

Ticketing Assistant

Paid Role

Dates Required: Saturday 12 July 2025 - Sunday 20 July 2025

The Ticketing Department provide essential operations at The Open ensuring that all sales and enquiries are resolved by providing “world class” customer service.

Roles & Responsibilities

The role of the Ticketing Assistant will be to provide on-site support at The Open. Based in our Ticketing Box Office, our Ticketing Assistants can be expected to carry out the following duties:

- Upgrading any available tickets to The Open including processing card payments.
- Resolving any ticketing issues such as, digital, fraudulent or app based 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.

Experience

- Event ticketing experience is beneficial but not essential.
- Experience in providing excellent customer service.
- Experience in processing card payments.
- Technical competence and able to use a simple ticketing and scanner system.

Skills

- Attention to detail.
- Self-motivated and proactive and ready to work as part of a small team.
- Durability and confidence to have some tough conversations.
- A knowledge of golf or The Open is desirable but not essential.