

<b>Job Title:</b>	<b>Ticketing Assistant</b>
<b>Department:</b>	Ticketing
<b>Reporting To:</b>	Ticketing Manager
<b>Hours:</b>	35 hours per week / Mon – Fri (9am – 5pm)
<b>Location:</b>	St Andrews
<b>Contract:</b>	Temporary - 4 <sup>th</sup> February 2019 to 31 July 2019

### Job Purpose

The R&A, the governing body for golf and organiser of The Open, one of the world's greatest sporting events, is seeking a Ticketing Assistant to support the work of its Ticketing Department. An enthusiastic, friendly, professional and efficient person is required for this role.

### Job Description

#### ROLE AND RESPONSIBILITIES

- Join the R&A ticketing team to help provide customer service and ticket operations support for R&A organised events including The 148<sup>th</sup> Open at Royal Portrush and The 47<sup>th</sup> Walker Cup at Royal Liverpool.
- Provide a world class customer service to the general public by email and phone
- Process ticket orders from both R&A Members and the general public using The R&A's ticketing system
- Print, pack and dispatch ticket orders
- Process approved refunds / exchanges
- Assist with invoice creation, distribution and payments
- Provide administrative support for the charity ticket request procedure
- Assist in establishing 'event time' processes, procedures and documentation.
- Provide other general support to The R&A's Ticketing Operation as required

#### QUALIFICATIONS AND EXPERIENCE

- Previous experience in a customer-service based role is essential
- Experience of working with systems is desirable (preferably ticketing, booking or event systems)
- Experienced user of Microsoft Office is essential, particularly Microsoft Excel
- A knowledge of golf is desirable

#### PERSONAL QUALITIES

In addition, the successful candidate will require:

- Strong communication skills – written and spoken.
- Be an enthusiastic and reliable team player.
- Attention to detail/accuracy.
- Respect for high levels of confidentiality.
- Ability to show initiative and proactivity
- Be flexible & reliable.
- Willingness to work additional hours/weekends in July in the build up to / during The Open as required

*To apply for this vacancy, please send your c.v. and covering letter, stating your salary expectations to Laura Kane on [recruitment@randa.org](mailto:recruitment@randa.org) by the closing date of Thursday 3<sup>rd</sup> January 2019.*