

Job Title:	Ticketing Customer Service Assistant
Function:	Championship Planning & Experience
Reporting To:	Ticketing Customer Service Supervisor
Contract:	Fixed Term – Varying Start Dates
Direct Reports:	0
Version	V1.6 07.10.2026

Job Purpose
To be the first point of contact for ticketing customer service support for R&A Championships, providing a world-class service to customers and internal stakeholders throughout the year.
Key Accountabilities
• Support customers and internal stakeholders throughout their ticket journeys for R&A Championships, supporting them through a variety of communication channels, from their initial account creation through to ticket delivery, ensuring all relevant information is provided while following predetermined processes. • Answer and resolve first-line queries, via a variety of sources, in a timely manner to meet agreed Service Level Agreements (SLAs), escalating more complex cases to Ticketing & Customer Service Agents, and redirecting queries where appropriate. • Provide Ticketing App troubleshooting support relating to R&A Championships to customers, in a timely manner to meet agreed SLAs escalating more complex issues when necessary. • Assist with customer service and ticket operations for The Open, AIG Women's Open and other R&A Championships using the predetermined processes. • Provide ad-hoc administrative support to the ticketing team as required.
Expertise
• Experience working in a customer service role is desirable. • Experience of working in an office-based role is beneficial. • Experience of working with a booking or event system is advantageous. • Knowledge of Microsoft Office (Word, Outlook and Excel) is essential.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.