



## POSITION DESCRIPTION

### Ticketing Administrator

**POSITION TITLE:** Ticketing Administrator

**DEPARTMENT:** Box Office & Ticketing

**TERM:** Part time (3 days a week) from 12 September 2022 to 1 January 2023 with the possibility of moving to Full time (5 days a week) from 2 January 2023 to 19 February 2023

**REPORTS TO:** Head of Programming & Ticketing

**DIRECT REPORTS:** N/A

**SALARY** \$56,000 - \$58,000 calculated on a pro rata basis

## ROLE OVERVIEW

The Ticketing Administrator will assist the Box Office & Ticketing team in the delivery of the event and ticketing builds. The major working relationships will be with external ticketing companies and the ARTRAGE Ticketing, Programming, Marketing and Admin teams.

This position requires a passion for systems and the successful candidate will have proven capabilities in following detailed processes with a high level of accuracy.

This is a fast-paced role and will suit a detail-oriented individual who enjoys working with multiple systems and websites.

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## ROLE DUTIES

### **Ticketing & Systems Administration**

- Deliver ticketing and event build in the ticketing system.
- Setup ticket promotions and offers.
- Setup seating configurations, holds and allocations.
- Liaise with external ticketing providers to manage split ticketing allocations.
- Assist with the testing of the FRINGE WORLD website and app.
- Coordinate the printing and mailing of tickets and gift vouchers including Registered and Standard Post.
- Process refunds and exchanges.
- Process comp tickets.
- Help send out customer communications for session cancellations and changes when required.
- Maintain a thorough understanding of the Red 61 ticketing system and assist the customer service team in answering ticketing enquiries from customers.

### **Team and Development**

- Foster the development of positive and communicative working relationships.
- Embrace the ARTRAGE values in all areas of work.

- Undertake any other duties assigned by ARTRAGE Management Team, which might reasonably be deemed to be within the scope of the role and having regard for the skills and qualifications relating to the role.

## Skills Required

- Experience working with ticketing systems and/or data entry experience.
  - Competency with Microsoft Office suite especially excel.
  - Experience in learning new technology systems.
  - Excellent interpersonal, verbal and written communication skills.
  - Excellent organisational and time management skills.
  - Strong administration skills and a high level of attention to detail.
  - Strong customer and stakeholder service skills with the ability to work with a diverse and wide range of people.
  - Demonstrated ability to work in fast paced environment, efficiently plan and prioritise workload.
  - Proven initiative and high levels of self-motivation, including the ability to work unsupervised.
  - Ability to work effectively in a team.
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## Location

Subject to State Government Guidelines, the role will operate from the ARTRAGE HQ Office – 89 Melbourne Street, Northbridge.

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## Application Process

In your application, please provide:

- A cover letter (max 2 pages) that addresses the Skills and Experience required for the role;
- A current resume with contact details of two professional referees.

Application closing date: **11:59PM Monday 8 August 2022**

To apply for the position, email your application to Tiffany Creasey, Head of Programming & Ticketing [tiffany.creasey@artrage.com.au](mailto:tiffany.creasey@artrage.com.au) with Ticketing Administrator in the Subject heading before the application closing date.

Applications received after the closing date will not be accepted.



Applications can only be sent via email as MS Word or Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

If you are unable to submit an application online or if you have any questions or queries regarding the application process or position, please email [tiffany.creasey@artrage.com.au](mailto:tiffany.creasey@artrage.com.au) or call us on (08) 9227 6288.

At ARTRAGE we support and celebrate diversity. ARTRAGE is proud to be an equal opportunity employer. Persons of all backgrounds and beliefs are encouraged to apply.

By submitting an application for this position, you acknowledge and accept our Privacy Policy, which is available to view on our website.