

## Job Description

### Ticketing Assistant

#### *About FRINGE WORLD*

---

FRINGE WORLD Festival is the largest annual event staged in WA and the third largest Fringe Festival in the world in terms of tickets sold. The main Festival hub sites that are produced directly by FRINGE WORLD are The Pleasure Garden, the Ice-Cream Factory and the pop-up venues in the Perth Cultural Centre.

FRINGE WORLD is produced by Artrage Inc. a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983 and is the third largest cultural organisation in WA, behind Screenwest and the WA Museum.

Alongside the annual FRINGE WORLD Festival, Artrage produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including Rooftop Movies and Girls School Cinema.

Find out more about the positive impact of the FRINGE WORLD Festival and the work of Artrage here: [https://issuu.com/artrage/docs/2018\\_impact\\_report\\_issuu](https://issuu.com/artrage/docs/2018_impact_report_issuu)

#### *About the Role*

---

The Ticketing Assistant is responsible for the coordination, printing and distribution of tickets for FRINGE WORLD customers, Judges and media.

The Ticketing Assistant will bring organisational skills, data entry experience, and strong administration skills to the Box Office Department.

The role will require the Ticketing Assistant to liaise closely with FRINGE WORLD Judges and assist with the coordination of the FRINGE WORLD Awards Program.

## *Application process*

---

In your application, please provide:

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

**Application closing date:** WST 5pm Monday 22 October 2018.

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.

Email your application to [jobs@artrage.com.au](mailto:jobs@artrage.com.au) with “Ticketing Assistant” in the Subject heading before the application closing date. Any questions or queries regarding the application process or position can be directed to the FRINGE WORLD Box Office Manager, Tiffany Creasey at [jobs@artrage.com.au](mailto:jobs@artrage.com.au)

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

## *Selection Process*

---

Shortlisted applicants will be asked to take part in an interview at the end of October.

## *Contract Details*

<b>Salary:</b>	Salary information available on request.
<b>Contract Period:</b>	26 November 2018 to 22 February 2019.
<b>Working Hours:</b>	Full-time (38 hours per week). Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.
<b>Working Location:</b>	The role is based at the Artrage office in Northbridge and other Festival locations in and around Perth as required.

## **Ticketing Assistant**

<b>Position Title</b>	Ticketing Assistant
<b>Reports to</b>	Box Office Manager
<b>Works alongside</b>	Box Office Coordinators, Programming, Marketing and Admin teams.

### **Ticketing & Gift Voucher Fulfilment**

- Coordinate and oversee the allocation, print and mailing of ticket and gift vouchers including Registered and Standard Post.
- Coordinate the fulfilment of FRINGE WORLD Judges and media tickets.
- Assist with the Develop and implement effective processes to ensure accurate Ticket Fulfillment records are maintained.

### **Information Management and Administration**

- Regularly liaise with FRINGE WORLD Judges with key information and deadlines.
- Coordinate Judges schedules.
- Compile and post FRINGE WORLD Judge packs.
- Follow up on Judges scores and update Award Nominees on a daily basis.
- Develop and implement effective processes for recording Judges attendance.
- Assist with Coordinating the FRINGE WORLD Awards Ceremony.
- Manage ticketing enquiries and complaints from the general public and FRINGE WORLD artists/presenters.
- Manage the monitoring and movement of shared ticketing allocations.
- Assist with all aspects of ticketing, including but not limited to; changing and adding price types and performance details, managing holds and issuing complimentary tickets.

### **Team and Development**

- Embrace the FRINGE WORLD values in all areas of work.
- Develop a close working relationship with core FRINGE WORLD staff and other project staff.
- Contribute to the Box Office debrief and future planning.

### **Other duties**

- Undertake any other duties assigned by the Box Office Manager, 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.

## *Experience*

---

- Working knowledge of computerised ticketing systems, including inputting and retrieving data on bookings, seat availability and sales. Experience working with VIA ticketing system is an advantage.
- Experience in data entry and working in an administration role.
- Experience working in a customer service role.
- Previous experience in a festival environment is an advantage.

## *Skills*

---

- Excellent administrative skills and the ability to implement and maintain efficient records and management systems.
- High level of computer literacy and good knowledge of IT including Microsoft Office suite/equivalent, particularly Excel.
- Excellent organisational and time management skills with demonstrated ability to prioritise tasks and meet tight deadlines.
- Strong interpersonal, verbal and written communication skills.
- Ability to liaise, interact and communicate effectively with a broad range of people.
- Ability to work autonomously and manage workload independently.
- High level of attention to detail.
- Strong customer service skills and ability to work in a fast-paced environment.