

Position Description:

Customer Service Administrator

FRINGE WORLD

About FRINGE WORLD

The FRINGE WORLD Festival is the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. The Festival is produced by ARTRAGE, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Alongside the annual 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 an outdoor cinema that runs throughout the summer and Girls School.

FRINGE WORLD aims to provide enduring benefits for artists, audiences and a diverse family of stakeholders through its core operations including the FRINGE WORLD Festival, Rooftop Movies as well as future events and programs.

Find out more about the positive impact of the FRINGE WORLD Festival and the work of ARTRAGE here: <https://fringeworld.com.au/impact-report>

FRINGE WORLD Festival is planned to run from 15 January – 14 February 2021, with the popular event set to be the first major Fringe performance opportunity for artists, amid the COVID-19 restrictions. You can find out more about the Festival's response to COVID-19 [here](#):

About Rooftop Movies

Rooftop Movies is presented 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.

Rooftop Movies is a pop-up cinema produced by ARTRAGE Inc. It's Perth's top-shelf outdoor cinema experience, located on the top floor of the City of Perth carpark in Northbridge. Rooftop Movies has been entertaining audiences since 2012 and is one of Perth's most loved summer destinations.

Alongside the seasonal cinema, ARTRAGE produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including FRINGE WORLD and Girls School Cinema.

Find out more about the positive impact and the work of Artrage here: <https://fringeworld.com.au/impact-report>

Rooftop Movies will run from 30 October 2020 – 27 March 2021.

About the Role

The Customer Service Administrators assist in the delivery of customer services and administrative support to the FRINGE WORLD Festival, Rooftop Movies and Artrage HQ Team.

This position acts as the first contact for inbound communications from customers and artists, ensuring that all enquiries are handled efficiently and courteously. This role also assists the ARTRAGE staff with general office administration responsibilities.

Application process

Applications are welcome from Australian or international residents whom are currently in Western Australia and have a valid visa for the entirety of the contract. Due to COVID-19 restrictions we are unable to accept applications from those not currently in Western Australia or those without a means to enter Western Australia.

In your application, please provide:

- A cover letter (max 2 pages) that addresses the Skills and Experience required for the role;
- Confirmation that you have read and can accept the contract start and end date as listed; and
- A current resume with contact details of two professional referees.

Application closing date: 5:00pm AWST, Thursday 22nd October 2020

To apply for the position, email your application to jobs@artrage.com.au with "Customer Service 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 via email or if you have any questions or queries regarding the application process or position, please email us at jobs@artrage.com.au addressing your email to Administration Coordinator, Kiera Owen at 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.

Selection Process

Shortlisted applicants will be asked to take part in an interview between 26th October 2020 and 6th November 2020 with the Administration Coordinator and Business Director. Interviews will be conducted in person at the ARTRAGE HQ Office in Northbridge. Telephone/Skype interviews will be scheduled if an applicant cannot attend in person or if the applicant is sick or symptomatic.

The proposed start date for the position is in the week commencing 30th November 2020.

Contract Details

Salary:	Salary package information available upon request.
Contract Period:	30 th November 2020 to 19 th February 2021.
Working Hours:	<p>Part-time (24 hours per week) between 30th November 2020 and 3 January 2021. Full-time (38 hours per week) between 4 January 2021 and 19 February 2021.</p> <p>There is also opportunity for a casual Customer Service Administrator (22.8 hours per week as required) between 15th December 2020 and 14th February 2021.</p> <p>Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.</p>
Working Location:	The role is based at the ARTRAGE office in Northbridge, with time spent at Girls School, East Perth and other Festival locations in and around Perth as required.

Customer Service Administrator

Position Title	Customer Service Administrator
Reports to	Business Director and Administration Coordinator
Direct Reports	Nil
Works alongside	Administration Coordinator & Festival Administration Coordinator, Box Office Team and other Festival positions.

Key Accountabilities

Reception

- Act as a primary liaison and point of contact between Customers and ARTRAGE.
- Responding to and actioning inbound communications from customers and artists including telephone calls, email and postal mail.
- Greet and direct all visitors to the office in a professional and courteous manner.
- Manage the reception area, ensuring that it is equipped, tidy and well presented.
- Respond to customer issues over the phone and by email, aiming to resolve issues as expediently as possible.
- Assist in order processing for customers, including using the FRINGE WORLD & Rooftop Movies ticketing system to process exchanges and refunds.

Office Administration

- Assist the Festival Administration Coordinator in coordinating mail and courier deliveries, including collecting and posting mail, booking couriers and maintaining records of services utilised.
- Assist with mail outs and ticket printing as required, including gift vouchers and tickets.

Team and Development

- Develop a close working relationship with the Administration Coordinator and Management team in helping to deliver the FRINGE WORLD & Rooftop Movies program.
- Participate in internal and external feedback systems across planning, operations and debrief.
- Foster the development of positive and communicative working relationships.
- Embrace the ARTRAGE Values in all areas of work.

Other Duties

- Undertake any other duties assigned by the ARTRAGE Executive 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 & Experience

- Experience in office administration.
- Experience working in a high profile, busy and dynamic environment.
- Strong verbal and written communication skills
- Experience dealing with high volumes of customer enquiries and complaints
- High level of interpersonal skills and the ability to work with a diverse and wide range of people.
- Excellent organisational and time management skills with demonstrated ability to prioritise tasks and meet tight deadlines
- Experience in Microsoft Office suite and adaptability to learning new unfamiliar software systems in a Macintosh environment
- Ability to work effectively in a team.