



ARTRAGE

BOX OFFICE & AUDIENCE SUPPORT MANAGER

POSITION TITLE: Box Office & Audience Support Manager

DEPARTMENT: Ticketing and Audience Support

TERM: Full Time Fixed Term Contract: 18 August 2025 - 27 March 2026

REPORTS TO: Artists & Audience Services Manager

DIRECT REPORTS: Box Office Coordinator & Audience Support Administrators (x 3)

SALARY: \$74,000 - \$80,000

ARTRAGE INC

ARTRAGE Inc. is a not-for-profit charity and one of the oldest arts organisations in Western Australia. For over thirty years, ARTRAGE has developed and presented numerous key cultural events and festivals including most recently Rooftop Movies (est. 2012), Girls School Cinema (est. 2018) and FRINGE WORLD Festival (est. 2011).

OUR PURPOSE – to bring artists and audiences together to share in extraordinary experiences

OUR VISION – the arts are embraced as an integral cultural driver

OUR MISSION – to create spaces where creativity thrives and where artists and audiences connect

Find out more about the impact and the work of [HERE](#).

ACCESS

At ARTRAGE we support and celebrate diversity.

ARTRAGE is proud to be an equal opportunity employer and reviews all job applications free of any bias and provides an inclusive work environment regardless of a person's sex, gender history, sexual orientation, age, race, religious or political beliefs, marital, pregnancy or family status.

ROLE OVERVIEW

The Box Office & Audience Support Manager is responsible for overseeing the effective delivery of all box office and audience services at ARTRAGE.

This role leads a team of three Audience Support Administrators who respond to a high volume of phone and email inquiries. As the primary point of contact for resolving customer complaints, the Manager plays a key role in ensuring high levels of audience satisfaction.

In addition to managing the Audience Support team, the Manager also supervises the Box Office Coordinator and supports the wider Box Office team and its operations.

Reporting to the Artists & Audience Services Manager, this role demands strong multitasking abilities, and proven experience in box office operations, ticketing systems, and customer service.

It is a fast-paced position requiring excellent project management skills, team leadership and a strong commitment to delivering exceptional service.

ROLE DUTIES

CUSTOMER SERVICE (E.G. AUDIENCE SUPPORT)

- Respond to customer service enquires via email and phone.
- Support the creation and updates of canned email responses.
- Use the Freshdesk system to ensure emails are accurately tagged for reporting and tracking purposes.
- Oversee the sending of communications to customers for events changes and cancellations.
- Oversee the booking process for patrons with access requirements.
- Motivate and lead the team to achieve high levels of audience satisfaction.
- Ensure the teams compliance with ARTRAGE terms and conditions and Privacy Policy.
- Act as the primary contact for resolving escalated complaints from customers.

BOX OFFICE OPERATIONS

- Provide training, guidance and oversight to the Box Office Coordinator in all of their duties.
- Work with the Box Office Coordinator to ensure the Box Office staff rosters are sufficient for delivery and remain within budget.
- Support the Box Office Coordinator if required in approving staff timesheets, and cross-checking timesheets in preparation for payroll.
- Support the Box Office Coordinator in preparing and facilitating the comprehensive training for Box Office staff.
- Collaborate closely with all internal departments to ensure seamless delivery of Box Offices.

TICKETING SYSTEM ADMINISTRATION

- Maintain a comprehensive understanding of the Red61 ticketing system to fulfill the requirements of booking tickets and to provide training and assistance to team members in utilising the platform effectively.
- Utilise Asana project management software to facilitate collaborative work with other staff members in completing all necessary steps involved in notifying customers of event changes.
- Process refunds and exchanges.
- Support the department in any administration ticketing duties when required.
- Coordinate with the Red61 support team to resolve any concerns related to the ticketing system, responding to business-critical issues in a timely manner.
- If required, assist with importing HTML email templates to create and schedule customer communications, ensuring content accuracy and formatting consistency.

TEAM MANAGEMENT

- Support direct reports, setting clear performance expectations, conduct regular check-ins and provide constructive feedback.
- Oversee the recruitment, onboarding, and training of direct reports, with the support of the Artists & Audience Services Manager.
- Ensure compliance with organisation policies of direct reports and manage any performance issues, following correct HR procedures (with the support of the Artists & Audience Services Manager).
- Support the updating and maintaining of the department's training materials and instructions.
- Foster the development of positive and communicative working relationships within the team and across departments.

- Embrace the ARTRAGE Values in all areas of work.

OTHER DUTIES

- Undertake any other duties assigned by the 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.
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SKILLS & EXPERIENCE REQUIRED

- Previous experience in a Box Office and Customer Service role including experience with ticketing systems
- Experience as team leader/manager
- Excellent written and verbal communication skills
- High level of accuracy and attention to detail
- Ability to work well both autonomously and as part of a team
- Strong problem-solving skills and the ability to work under pressure in a fast-paced environment
- Highly proficient at prioritising competing deadlines
- Proficiency of Office Suite (especially Excel, Word, Outlook, Teams).
- Arts industry or Festival/Events experience

DESIRABLE

- Experience using Red61 Ticketing System
 - Knowledge of a work management tool, such as Asana
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LOCATION

The role will primarily operate from the ARTRAGE HQ Office (616 Hay St Mall, Perth). The role will also require attending the ARTRAGE warehouse and event sites.

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: **29 July 2025**

To apply for the position, email your application to **Jasmin Walker, Artists & Audience Services Manager**, jasmin.walker@artrage.com.au with **Box Office & Audience Support Manager** 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 us at hello@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.