



CUSTOMER SERVICE ADMINISTRATOR

Position Description

POSITION TITLE:	CUSTOMER SERVICE ADMINISTRATOR
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DEPARTMENT:	TICKETING & AUDIENCE SERVICES
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TERM:	FULL TIME FIXED TERM. 3 NOVEMBER TO 20 FEBRUARY (POSSIBILITY OF ONE ROLE TO COMMENCE EARLIER)
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REPORTS TO:	BOX OFFICE & AUDIENCE SUPPORT MANAGER
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DIRECT REPORTS:	N/A
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SALARY:	\$63,000 - \$64,000 (+ Super)
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APPLICATIONS CLOSE:	22 SEPTEMBER 2025
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ABOUT ARTRAGE

ARTRAGE 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), RE//PERTH Winter Arts Festival (est. 2024) and FRINGE WORLD Festival (est. 2011). [Click here](#) to learn more about the impact and work of ARTRAGE.

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

ABOUT THE ROLE

The **Customer Service Administrators** are the first point of contact for inbound customer communications via phone and email for ARTRAGE. Based at the ARTRAGE Head Office, this role is responsible for monitoring and responding to a high volume of enquiries during the **Rooftop Movies** and **FRINGE WORLD Festival** seasons.

This position requires prior experience in a customer service role and the ability to assist customers with ticket, voucher, and subscription bookings, as well as general enquiries. The role forms part of a small team of three Customer Service Administrators within the **Ticketing & Audience Services Department**.

The role requires a passion for the arts to help make the customer journey a positive one, supporting artists in selling tickets to a wide program of events.

CUSTOMER SERVICE SUPPORT

- Serve as the primary point of contact for ARTRAGE audiences (customers).
- Handle incoming calls on the ARTRAGE phone line, providing support with general enquiries and assisting customers with ticket bookings.
- Take and direct messages for non-customer-related calls to the appropriate departments.
- Respond to customer enquiries via email using the Freshdesk system.
- Assist with drafting, updating, and maintaining canned email responses for consistent customer communication.
- Triage customer queries and feedback to relevant internal departments as needed.
- Guide customers through their purchasing decisions by applying knowledge of the FRINGE WORLD and Rooftop Movies programs.
- Address customer concerns and complaints with professionalism, empathy, and a thorough understanding of ARTRAGE ticketing policies.
- Adhere to ARTRAGE's complaints policy when managing and escalating customer complaints.
- Process ticket exchanges in line with ARTRAGE exchange policy.
- Familiarise yourself with the FRINGE WORLD and Rooftop Movies websites and app to effectively assist customers in navigating and exploring the programs.

ACCESSIBILITY

- Support customers with access requirements in finding accessible venues / shows and booking tickets.
- Support the facilitation of the companion card ticket scheme.
- Follow ARTRAGE access processes for communicating access booking information to venue staff.

TICKETING & DIGITAL PLATFORMS

- Use the ARTRAGE internal communications tool for updating customers on event changes and cancellation via email and SMS.
- Assist with importing HTML email templates to create and schedule customer communications, ensuring content accuracy and formatting consistency.
- Maintain a thorough understanding of the Red61 ticket system to process bookings.
- Process refunds for cancelled sessions.
- Use the provided bug tracking tools to identify and report website and app bugs. Clearly outline steps to reproduce the error, and assist with prioritising issues based on severity, impact and reporting to developers.
- Utilise Excel spreadsheets to create customer contact lists and generate ticketing reports as required.
- Support the setup of Red61 FOH app devices.

TEAM & CULTURE

- Work collaboratively with all ARTRAGE team members.
- 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 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 & EXPERIENCE REQUIRED

- Experience in a customer service role, including with answering phones and emails
- Excellent written and verbal communication skills
- Experience dealing with high volumes of customer enquiries
- Experience dealing with customer complaints in a professional and empathetic manner
- High level of interpersonal skills and the ability to work with a diverse and wide range of people
- 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
- Ability to learn new systems
- Proficiency of Office Suite (especially Excel, Word, Outlook, Teams).

DESIRABLE SKILLS & EXPERIENCE

- Experience using the following systems: Freshdesk, Asana and Red61 Ticketing System
 - Arts industry or Festival/Events experience
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BENEFITS

- A rare opportunity to work on some of WA's most iconic and creative public events, contributing to the vibrancy of the Arts in the State.
- * ARTRAGE social events, Pass Holder benefits to events and hospitality offerings.
- Access to our Employee Assistance Program and Wellbeing Programs (EAP).

**subject to policies.*

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.

LOCATION

- This role operates primarily from the ARTRAGE HQ Office (616 Hay St Mall, Perth)

APPLICATION PROCESS

Please read the material carefully and email your application prior to the closing date with the following inclusions:

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

Applications are to be emailed to the following contact referencing the stated subject below:

TO: Alexis Sideris / HR Manager
alexis.sideris@artrage.com.au
SUBJECT: Customer Service Administrator

APPLICATIONS CLOSE: 22 SEPTEMBER 2025

Applications received after the closing date will not be accepted. Applications can only be sent via email as a PDF (preferred) or Word doc with files not exceeding 2MB. Please 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.

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