



ARTRADE

# TICKETING COORDINATOR

**POSITION TITLE:** Ticketing Coordinator

**DEPARTMENT:** Ticketing and Audience Support

**TERM:** Fixed Term Contract: 18 August 2025 - 6 March 2026

**REPORTS TO:** Senior Ticketing Coordinator

**DIRECT REPORTS:** N/A

**SALARY:** \$65,000 - \$70,000

## **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](#).

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## **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.

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## **ROLE OVERVIEW**

The Ticketing Coordinator plays a vital role in delivering most of the ticketing and event setups for all ARTRAGE events. The major working relationships will be with the Marketing, IT & Systems and Programming teams.

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

The Ticketing Coordinator will be the first point of call for FRINGE WORLD Volunteer Judges and will undertake the administration duties for scheduling judges to events and collating scores.

This is a fast-paced, detail-oriented position suited to someone who enjoys working across multiple systems and processes. Experience in customer service and proficiency with Microsoft Excel are essential.

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## ROLE DUTIES

### TICKETING SYSTEM ADMINISTRATION

- Facilitate all steps of the event and ticketing builds for all ARTRAGE events, using the Red61 ticketing system.
- Use the FRINGE WORLD Festival's Artist & Venue Registration System to export event details to the Red61 ticketing system.
- Utilise Asana project management software to facilitate collaborative work with other staff members in completing all necessary steps involved in project delivery through Red61 ticketing system.
- Support the setting up of venues templates in Red61.
- Setup ticket promotions and offers using the Red61 ticketing system as directed by the Senior Ticketing Coordinator.
- Manage the setup, monitoring and release of holds and allocations in the Red61 ticketing system.
- Utilise dynamic Excel spreadsheets to perform thorough cross-referencing of event, venue, and ticketing data.
- Create refreshable spreadsheets for the use by other departments.
- Process refunds and exchanges.
- Maintain a thorough understanding of the Red61 ticketing system.
- Support the Senior Ticketing Coordinator in maintaining the Ticketing department's training materials.

### SYSTEMS TESTING SUPPORT

- Support user acceptance testing (UAT) of digital products as directed by the Senior Ticketing Coordinator.
- 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.
- Conduct testing for upgrades of the Red61 ticketing system.
- Conduct testing of the complimentary ticket booking websites.
- If required, assist with importing HTML email templates to create and schedule customer communications, ensuring content accuracy and formatting consistency.

### JUDGES AND AWARDS PROGRAM ADMINISTRATION

- Proactively and reactively liaise with FRINGE WORLD Festival Volunteer Judges with key information and deadlines via email and phone.
- Lead the testing of the Awards digital systems including the reservation portal and score submission portal.
- Coordinate the schedules of FRINGE WORLD Judges, including assisting Judges in their use of the reservation portal, processing Judges' tickets and any required follow up communication with judges to ensure reservation deadlines are met.
- Identify eligible performances within events for judging and grant system access within the Red61 ticketing system.
- Using Excel, ensure all eligible events have Judges assigned and track Judge's attendance.
- Follow detailed processes for recording Judges attendance and collation of scores.
- Liaise with Judges in the case of missing scores.
- Prepare the scoring data in Microsoft Excel to provide to the Programming department for weekly and the final awards meetings.

### **CUSTOMER SERVICE**

- Respond to customer service enquires via email and phone when required.
- Support the sending communications to customers for events changes and cancellations.
- Support the booking process for patrons with access requirements.

### **TEAM AND DEVELOPMENT**

- Foster the development of positive and communicative working relationships, both within the ARTRAGE organisation and with external stakeholders.
- Participate in internal and external feedback systems across planning, operations and debrief.
- 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**

- Previous experience in a ticketing role including experience with ticketing systems
- 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
- Strong knowledge of Office Suite (Excel, Word, Outlook, Teams).
- Intermediate Excel proficiency.

### **DESIRABLE**

- Experience using Red61 Ticketing System
- Knowledge of a work management tool, such as Asana
- Familiarity with Content Management Systems (CMS)
- Arts industry or Festival/Events experience

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### **LOCATION**

The role will operate from the ARTRAGE HQ Office (616 Hay St Mall, Perth).

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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: **29 July 2025**

To apply for the position, email your application to **Jessica Grant, Senior Ticketing Coordinator**, [jessica.grant@artrage.com.au](mailto:jessica.grant@artrage.com.au) with Ticketing Coordinator 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](mailto: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.