



Ticketing Coordinator

Position Description

Position	Ticketing Coordinator
Reporting to	Ticketing Manager
Position type	Varied Seasonal Contract: 23 June - 7 November
Salary	\$65,000 per annum + superannuation
Direct Reports	Casual Box Office Staff
Financial Delegation	N/A
Location	Carlton (with some remote work / work from home as negotiated)
Date of Preparation	14 April 2025

Position Purpose

To support the successful rollout of Melbourne Fringe's 2025 Festival Ticketing builds.

Role Summary

The Ticketing Coordinator is responsible for assisting the Ticketing Manager with the overall management of the ticketing system and box offices for the 2025 Melbourne Fringe Festival. They are a key point of contact for artists and venues, providing information and advice on ticketing and reporting, assisting with event builds and changes, and coordinating the complimentary ticket process. The Ticketing Coordinator assists with leading a core team of casual ticketing staff.

As our Ticketing Coordinator, you will support best practice ticketing processes. You will support the Festival ticketing implementation, assisting with event builds and providing a central point of contact for both artists and venues.

About Melbourne Fringe

Melbourne Fringe democratizes the arts. Our vision is cultural democracy – empowering anyone to realise their right to creative expression. We support the development and presentation of artworks by, with and for Melbourne's people, running the annual Melbourne Fringe Festival, the year-round venue Fringe Common Rooms at Trades Hall, and a range of arts sector leadership programs. We believe that access to the arts and creative expression are fundamental rights of our citizenship and vital to a creative, healthy, cohesive society.

Our Work Culture

Melbourne Fringe is a forward-thinking, creative and inclusive organisation. Our dreaming is out of the box, our work ethic is strong, and we don't let our limited resources stop us from making seemingly impossible things happen. We believe that great work is made by people who enjoy what they do. We are proud to have a diverse workplace that celebrates difference and encourages people to bring their whole selves to work with pride.

Fringe is a values-driven workplace characterised by big-picture thinking, optimism and playfulness. We have a reputation as a hard-working, caring, energetic, fast-paced workplace that values our people and their health and which brings them together socially for lunch, events and fun times.

You're the right fit for Melbourne Fringe if you are:

- Passionate about creativity and cultural equity

- Willing to support anyone to participate in the arts, regardless of their experience, age, gender, ability, sexuality, cultural background or artistic practice
- Excited by the challenge of making ambitious things happen on limited budgets
- Ready for personal and professional learning and continual improvement
- Into a collaborative and social work culture

Benefits of Working at Melbourne Fringe

Melbourne Fringe employees enjoy:

- A flexible work environment including regular work-from-home options (every Thursday, every second Tuesday, and at other times by negotiation)
- A glorious “no meetings” day every week
- Four Weeks' Accrued Annual Leave
- Best practice special leave entitlements including parental leave of up to 12 weeks' paid leave, and generous personal leave policies that cover physical and mental health, gender affirmation leave, cultural leave, menstrual and menopause leave and disability leave.
- An Employee Assistance Program counselling service
- A commitment to continuous learning, including sector-leading staff training and a personalised professional development plan which includes options for coaching, mentoring, networking, skills development and training. Staff also have the opportunity to participate in organisation-wide training and development sessions throughout the year.

Ticketing Coordinator

Here's a list of things you'll be responsible for:

Ticketing

- Take a key role in the implementation of the Festival box office systems
- Be the contact point for artists and venues regarding ticket sales and reporting
- Assist with the importing, building and proofing of newly approved events into the Red61 ticketing system using Eventotron
- Troubleshoot ticketing issues as they arise
- Administer show changes and cancellations as required, including contacting customers and offering appropriate remedies based on Live Performance Australia guidelines
- Build and test discount codes and other special offers within the ticketing system
- Coordinate the complimentary ticket requirements across the Festival
- Train, supervise, and support casual box office staff
- Manage ticketing and technical support enquiries, complaints, and VIP ticket requests, ensuring they are appropriately logged and responded to
- Contribute to the post-Festival reporting and evaluation

General

- Actively contribute to upholding best practice cultural safety for all Melbourne Fringe staff, artists, volunteers, audiences and other stakeholders.
- Engage fully in the Melbourne Fringe Festival, which by the nature of the Festival may mean extended hours and expanded duties during the Festival period (followed by some well-earned days off in lieu).
- Attend where required festivals, events, shows, exhibitions, industry gatherings and philanthropic activities and events throughout the year.
- Other duties as agreed with the Head of Audience & Digital, acknowledging that jobs evolve to meet the changing needs of the arts environment, and this document is an overview and not intended to represent the role performed in perpetuity.

Here are the skills and attributes you need to bring*:

- Passion for the work of Melbourne Fringe and a commitment to cultural equity.
- Experience in the use of ticketing systems (ideally Red61).
- Resilience and ability to work effectively under pressure.
- Meticulous attention to detail.
- Sense of humour.

** If you don't yet have all of the experience, know that Melbourne Fringe is a workplace that values ongoing skills development, mentoring and training.*

Our commitment to cultural equity

Melbourne Fringe has a deep commitment to cultural equity, and we strongly encourage applications from people who identify as First Nations, Deaf, disabled, people of colour, queer, transgender and gender-diverse people, as well as people with caring responsibilities. We celebrate people's differences.

We know sometimes people – especially those from more marginalised groups – might feel under-qualified for a job or like you might not belong. If that's you, we especially welcome you – Fringe is a place that supports and up-skills people as they're learning on the job.

If this application format isn't accessible for you, please get in touch and let us know what alternative format would suit you best. Upon engagement, we can work with disabled staff to consider reasonable workplace adjustments to ensure access needs are met. If you have any questions about accessibility, please contact Carly Findlay, Access Advisor, on (03) 9660 9600 or carly@melbournefringe.com.au.

Please advise us of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position, or any other access needs that you might have.