

TICKETING COORDINATOR– POSITION DESCRIPTION

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| Position | Ticketing Coordinator |
| Reporting to | Ticketing Manager |
| Position Type | Seasonal Fixed Term 90 Day Contract Full-time – 29 June-30 October |
| Salary | \$62,000-\$67,000 pro rata per annum + superannuation |
| Direct Reports | N/A |
| Location | Carlton (with some remote work/work from home as negotiated) |
| Date of Preparation | May 2026 |

Position Purpose

To support the successful rollout of Melbourne Fringe's 2026 Festival Ticketing builds.

Role Summary

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 democratises 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 is 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

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 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 ticket requests, ensuring they are appropriately logged and responded to.
- Contribute to the post-Festival reporting and evaluation.

General

- Conduct work according to Fringe's guiding principles of artists first, creativity, human rights, intersectionality, playfulness, risk-taking, self-determination and universal access.
- Actively contribute to a safe cultural environment for all Melbourne Fringe staff, artists, volunteers, interns and other stakeholders
- Demonstrate a commitment to continual improvement and high levels of customer service.

- Engage fully in the Melbourne Fringe Festival, which by the nature of the Festival means extended hours and expanded duties during the Festival period.
- Attend where required festivals, events, shows, exhibitions, industry gatherings and philanthropic activities and events throughout the year.
- Undertake a detailed professional development program devised according to the Melbourne Fringe staff development framework.
- Fulfil all legal requirements related by program activities.
- Other duties as directed by the Head of Audience & Digital, Ticketing Manager and other senior Melbourne Fringe staff.

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, d/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 isn't accessible for you, please get in touch. We are keen to understand how to best accommodate your access needs. We can accept applications in a variety of formats, including text documents, video and audio files. We are also happy to work with you on other accessible application processes. We have a great team to support access, so please email access@melbournefringe.com.au to start a conversation. You can also call the Melbourne Fringe office by phone.

The Melbourne Fringe phone number is (03) 9660 9600 (available Monday to Friday, 10am-6pm).

[You may contact us through the National Relay Service, and the link is available if you click on this sentence.](#) Alternatively, you could download Deaf-owned Relay Service [Convo](#).

We are open to your ideas around process. However, we cannot change the timeframes for this application.