

Application Kit

FRINGE WORLD Administration Coordinator

About *FRINGE WORLD*

The FRINGE WORLD Festival is the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. The Festival is produced by Artrage, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Alongside the annual Festival, Artrage produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including an outdoor cinema that runs throughout the summer and a regional touring program.

Find out more about the positive impact of the FRINGE WORLD Festival and the work of Artrage here. https://issuu.com/artrage/docs/2017_impact_report

About *the Role*

The FRINGE WORLD Administration Coordinator assists in the delivery of customer services and administrative support to the Festival and Artrage team.

This position acts as the first contact for inbound communications from customers and artists, ensuring that all enquiries are handled efficiently and courteously. This role also assists with the delivery of human resources tasks in addition to general office administration responsibilities.

Application process

In your application, please provide:

- A statement that addresses the Skills and Experience required for the role (no more than two pages in length); and
- A current resume with contact details of two professional referees.

Application closing date: Midnight AWST 2 October 2017

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.

Email your application to hello@artrage.com.au with "Administration Coordinator" in the Subject heading before the application closing date. Any questions or queries regarding the application process or position can be addressed to the Lindsay Mulcahy, Senior Administration Coordinator at hello@artrage.com.au.

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

Selection Process

Shortlisted applicants will be asked to take part in an interview in October. Interviews will be conducted in person. Telephone/Skype interviews will only be scheduled if the applicant is not currently in Perth.

The start date for the position is in the week commencing 6 November 2017.

Contract Details

Salary:	Full time equivalent of \$49,000 per annum plus Superannuation contributions
Contract Period:	Permanent full-time
Working Hours:	Full Time (38 ordinary hours per week, including one weekend day per week during the FRINGE WORLD Festival). Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.
Working Location:	The role is based at the FRINGE WORLD office in Northbridge and other Festival locations in and around Perth as required.

Position Description

FRINGE WORLD Administration Coordinator

Reports to	Finance Manager
Direct Reports	N/A
Works Alongside	Senior Administration Coordinator, Accounts Coordinator, Other employees
Contract Period	Permanent full-time

Key Accountabilities

Reception and front desk

- Responding to and actioning inbound communications from customers and artists including telephone calls, email and postal mail.
- Greet and direct all visitors to the office in a professional and courteous manner.
- Manage the reception area, ensuring that it is equipped, tidy and well presented.
- Deal with customer issues over the phone and by email, aiming to resolve issues as expediently as possible.
- Assist in order processing for customers, including exchanges and refunds.

Human Resources

- Coordinate administrative tasks relating to new employees including ensuring that all forms and contracts are processed in a timely manner.
- Prepare new employee packs for staff and assist in the distribution of organisational staff material.
- Liaise with the Senior Administration Coordinator ensuring that, where required, the setup of desks and computers occur prior to the commencement of new staff.
- Assist in termination processes for staff, ensuring that termination checklists are completed in a timely manner and in full.
- Assist in tracking employee leave requests with Accounts Coordinator.
- Assist in coordinating staff events as required.

Office Administration

- Assist the Senior Administration Coordinator in coordinating mail and courier deliveries, including collecting and posting mail, booking couriers and maintaining records of services utilised.
- Assist with mail outs as required, including gift vouchers and tickets.

Team and Development

- Actively support all staff and encourage team building and a supportive culture across the organisation.
- Embrace FRINGE WORLD values in all areas of work.
- Promote a positive and supportive workplace for all staff.

Other Duties

- Undertake any other duties assigned by the Executive 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 and Experience

- Experience in office administration.
- Experience in human resources support.
- Experience working in a high profile, busy and dynamic environment.
- Strong verbal and written communication skills including.
- Experience dealing with customer enquiries and complaints.
- High level of interpersonal skills and the ability to work with a wide range of people.
- Excellent organisational and time management skills with demonstrated ability to prioritise tasks and meet tight deadlines.
- Experience in Microsoft Office suite and adaptability to learning new unfamiliar software systems in a Macintosh environment