



Suncorp Bank Volunteer Program

SPORT SERVICES INTERN – 2014 GOLD COAST AIRPORT MARATHON

POSITION DESCRIPTION

POSITION:	Sport Services Intern – 10 & 20 Year Club Assistant	
REPORTS TO:	Sport Services Coordinator – Elizabeth Usher	
DETAIL:	Commitment:	One day a week plus additional over event time
	Applications open:	3 February 2014
	Applications close:	6 April 2014
	Start Date:	Week commencing 28 April 2014
	Completion Date:	Week commencing 7 July 2014
	Remuneration:	Unpaid volunteer role
LOCATION:	Events Management Queensland Level 2, 105 Upton Street, Bundall, QLD 4217	

DUTY STATEMENT:

Position Purpose/Context

The Sport Services Intern is a key member of the Sport Services Department of Events Management Queensland (EMQ). EMQ, a wholly owned subsidiary of the Queensland Government (through Tourism and Events Queensland), manages and organises world-class mass participation sporting events designed to generate tourism and maximize significant economic impact to the community.

Under the direction of the Sport Services Coordinator, the role is to assist in the development of the Events recognition program, the 10 & 20 Year Club, to verify new eligible inductees and to manage the clubhouse over the event period. This role combines Event Management skills and well as certain general administration and customer service attributes as there is a high level of interaction with the participants.

Position Dimensions

Main Contacts: General Manager, Sport Services Coordinator, Volunteer Coordinator, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

- Assist with verifying participants who select the '10 or 20 Year Club' option on their entry
- Update participant details on the web-based registration system
- Update the 'All time' list of 10 & 20 Year Club inductees
- Review 10 & 20 Year Club information on the website
- Stocktake of 10 & 20 Year club polo shirts
- Prepare the presentation booklets/run sheets & rewards packs for the 10 & 20 Year Club awardees
- Assistance with participant registrations
- Opportunity to assist with competitor late entries at Brisbane and/or Gold Coast registration centres
- Other duties as required
- Manage the 10 & 20 Year Clubhouse over event weekend
- Send out the 10 & 20 Year Club awards for those participants who couldn't collect on event weekend
- Compile a post-event evaluation report

Company Representation:

- Represent EMQ in a professional and positive manner
- Interact with stakeholders, including sponsors, supporters, customers, staff and other team members with respect and courtesy
- Follow EMQ policies and procedures including office protocols and appropriate channels of communication
- Operate with honesty and integrity, maintaining confidentiality and using discretion with our customer's personal information
- Keep an open dialogue with your Supervisor/Volunteer Coordinator with regards to any issues, challenges or problems that may impact your performance and experience at EMQ

SELECTION CRITERIA:

Work Experience and Skills

Essential:

- Currently undertaking a relevant degree such as Sport Management, Event Management



- Demonstrated high level communication, interpersonal and negotiation skills
- Demonstrated ability to work autonomously; exercise initiative in undertaking responsibilities and work effectively as a team member.
- Demonstrated high level of organisational and administrative skills and ability to manage and prioritise workload in order to meet deadlines.
- Proven capacity to provide high standard and accurate work within in a fast-paced environment
- Demonstrated high level of computer literacy and proficiency in using Microsoft Office
- Ability to work abnormal hours and travel when required

Desirable:

- Personal interest or participation in sporting endeavours

ADDITIONAL INFORMATION:

Value to the Intern:

- Statement of Service provided to student post-event on successful completion of the Internship. Statement outlines number of hours contributed and main tasks completed
- Direct supervision and guidance from an industry professional
- Opportunity to apply theoretical knowledge to workplace and develop industry skills
- Opportunity to create a personal network and be part of a team that delivers a world-class event.

Support and resources provided:

- Office induction at EMQ office and onsite induction at each venue depending on the roster
- Event t-shirt and cap to wear when representing EMQ
- Reimbursement for parking expenses where no free parking is available
- Meal or meal allowance provided for shifts of six hours or more

For further information on this role, please contact:

Catherine Wightman
Event Liaison Officer
Events Management Queensland
Phone: 61 7 5668 9818