



**SUNCORP BANK**  
Suncorp Bank Volunteer Program

**POSITION DESCRIPTION**

**REGISTRATIONS INTERN – LATE ENTRY / HELP DESK**

<b>POSITION:</b>	Registrations Intern – Late Entry/ Help Desk	
<b>REPORTS TO:</b>	Manager – Event Registrations	
<b>DETAIL:</b>	Commitment:	One day a week plus additional over event time
	Applications open:	10 February 2016
	Applications close:	21 March 2016
	Start Date:	Week commencing 4 April 2016
	Completion Date:	Week commencing 4 July 2016
	Remuneration:	Unpaid volunteer role
<b>LOCATION:</b>	Events Management Queensland Level 2, 105 Upton Street, Bundall, QLD 4217	

**DUTY STATEMENT:**

***Position Purpose/Context***

The Registration Intern is a key member of the Registrations 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 Registrations department, the Registration Intern's main role will be to assist in the planning and administration of the Late Entries (LE) and Help Desk (HD) areas of the 2016 Gold Coast Airport Marathon.

***Position Dimensions***

Main Contacts: Manager – Event Registrations, Event Registrations Officer, Event Operations Coordinator, EMQ Staff.

**KEY ACCOUNTABILITIES:**

***Position-specific:***

**Pre-event:**

- Assist with data entry
- Assist with answering competitor enquiries
- Checking, processing and filing of all entry forms
- Processing competitor race changes, transfers and information changes
- Assist with the development of onsite LE/HD procedures
- Conduct training of LE/HD volunteers
- Assist with other Registration duties as required

**During event:**

- Assist with managing race kit packing 20 – 29 June 2016
- Work at the Brisbane Registration Centre, Friday 24 June (set up) and Saturday 25 June 2016
- Work at the Gold Coast Registration Centre 30 June – 2 July 2016

- Supervision of the LE/HD volunteers
- Oversee the running of the LE/HD counters and supervise volunteers to ensure all procedures are being followed
- Assist with cash reconciliation if necessary

**Race Day Role:**

- The race day role will be a more operational, hands-on role on Sunday 3 July, assisting with the delivery phase of the event at the start line. More information will be available closer to the time.

***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 or 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:***

Courtney Bridgewater

Event Operations Coordinator

Events Management Queensland

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