



GOLD COAST MARATHON 2018

POSITION DESCRIPTION

REGISTRATIONS INTERN

POSITION: Registrations Intern

REPORTS TO: Hanna Gopperth - Event Registrations Manager
Logan Hart - Event Registrations Coordinator

DETAIL:

Commitment:	One day a week plus additional over event time
Applications open:	19 th February 2018
Applications close:	26 th March 2018
Start Date:	Week commencing 16 th April 2018
Completion Date:	Sunday 1 st July 2018
Remuneration:	Unpaid volunteer role

LOCATION: Events Management Queensland
Level 2, 105 Upton Street, Bundall, QLD 4217
Registration Check in Centre
Brisbane: 22 - 23 June – RICC, Bowen Hills (transport provided)
Gold Coast: 28 June – 30 June – Gold Coast Convention Centre, Broadbeach
Race Precinct – 1 July - Broadwater Parklands, Southport

DUTY STATEMENT:

Position Purpose/Context

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

The Registration Intern is a key member of the Registrations Department. Under the direction of the Registrations staff, the Registration Intern's main role will be to assist in the planning and coordination of the Registration Centre and Teams Program.

KEY ACCOUNTABILITIES:

Position-specific:

Pre-event:

- Answer entrant registration enquiries
- Process entrant registration changes – including upgrades, transfers and information changes
- Coordinate and conduct pre-event volunteer training
- Update manuals, instructions and signage in preparation for event week
- Pre-pack Team Group Collection Kits – including bibs, race bags and required wristbands
- Assist with other Registration duties as required

During event:

- Assist with the set-up of the Registration Centre – both in Brisbane (22 June) and Gold Coast (28 June)
- Assist with the management of the Registration Centre – both in Brisbane (23 June) and Gold Coast (28 June – 30 June)



- Management of Volunteers across a range of registration roles
- On Sunday 1 July, you will join the operations team assisting with the delivery of the event at Race Precinct

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
- Demonstrated the ability to lead and manage other individuals
- Ability to work abnormal hours (long days during event week starting early but working no later than 8.30pm) and travel when required (Brisbane on both 23 and 24 June – transport provided)

Desirable:

- Personal interest or participation in sporting endeavors

ADDITIONAL INFORMATION:

Value to the Intern:

- Event and work experience – a statement of service is provided post-event on successful completion of the Internship. This statement outlines the number of hours contributed and the 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 event venue
- 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
- Transport to event venues outside of Gold Coast

To apply please fill out an application form at: <http://bit.ly/2m1SogZ>

For further information on this role, please contact:

Courtney Bridgewater

Volunteer Manager

Phone: 07 5668 9815

Email: courtneyb@goldcoastevents.com.au

