



## VILLAGE ROADSHOW THEME PARKS GOLD COAST MARATHON

### POSITION DESCRIPTION

#### OPERATIONS INTERN – INFORMATION BOOTH

**POSITION:** Operations Intern – Information Booth

**REPORTS TO:** Clare Taylor – Office Manager  
Logan Hart – Manager – Event Operations  
Volunteer Coordinator – TBA

**DETAIL:**

|                     |   |
|---------------------|---|
| Commitment:         | One day a week plus additional over event time.<br>Must be available Friday 2 <sup>nd</sup> – Sunday 4 <sup>th</sup> July, Multiple days between Monday 21 <sup>st</sup> June and Thursday 1 <sup>st</sup> July 2021. |
| Applications close: | 19 <sup>th</sup> April 2021   |
| Start Date:         | Week commencing 26 <sup>th</sup> April 2021   |
| Completion Date:    | Sunday 4 <sup>th</sup> July 2021  |
| Remuneration:       | Unpaid volunteer role   |

**LOCATION:** Events Management Queensland  
Level 2, 105 Upton Street, Bundall, QLD 4217  
**Race Precinct:** 2 – 4 July - Broadwater Parklands, Southport

#### DUTY STATEMENT:

##### **Position Purpose/Context**

The Information Booth Intern is a key member of the Operations 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 Volunteer Coordinator the role is to assist in the planning and operation of the Information Booth at the Race Precinct. You will also assist in the volunteer management.

##### **Position Dimensions**

Main Contacts: Manager – Event Operations, Office Manager, Volunteer Coordinator, EMQ Staff.

#### KEY ACCOUNTABILITIES:

##### **Position-specific:**

##### **Pre event:**

- Compiling event and tourism information into a reference handbook
- Sourcing tourist brochures and information for the Information Booth
- Designing the layout and organisation of the Info Booth
- Assisting with the training and recruitment of the Info Booth volunteers
- Documenting policies and procedures
- Producing venue and shuttle bus maps for display
- Assisting with the rostering and resourcing of the Info Booth
- Managing the daily set up, running and pack down of the Info Booth.

##### **During event:**

- Assist with the training and supervision of Information Booth volunteers
- Assist at the Race Precinct Information Booth on Friday 2, Saturday 3 and Sunday 4 July 2021

**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 Manager 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 (long days during event week starting early but working no later than 8.30pm)

**Desirable:**

- Personal interest or participation in sporting endeavors

**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

**To apply please fill out an application form at:** <https://goldcoastmarathon.com.au/community/volunteering/>

**For further information on this role, please contact:**

Clare Taylor

Office Manager – Events Management Queensland

Phone: 07 5668 9888

Email: [volunteer@goldcoastevents.com.au](mailto:volunteer@goldcoastevents.com.au)

