



## VILLAGE ROADSHOW THEME PARKS GOLD COAST MARATHON

### POSITION DESCRIPTION

#### SPORT SERVICES INTERNSHIP – 10, 20 & 30 Year Club

<b>POSITION:</b>	Sport Services Internship – 10, 20, 30 Year Club	
<b>REPORTS TO:</b>	Ryan McDonald – General Manager – Event Services Hanna Gopperth – Manager – Event Registrations	
<b>DETAIL:</b>	Commitment:	One day a week plus additional over event time
	Applications close:	19th April 2021
	Start Date:	Week commencing 26th April 2021
	Completion Date:	Sunday 4th July 2021
	Remuneration:	Unpaid volunteer role

#### **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.

The 10, 20, 30 Year Club recognizes the achievement and commitment of those that have completed either 10, 20 or 30 Gold Coast Marathon events. Years of completion do not need to be consecutive but do need to be in the same event. Entrants that are inducted into the 10, 20, 30 Year Club receive a certificate of recognition and commemorative polo shirt and are invited to celebrate in our 10, 20, 30 year club clubhouse on race weekend.

Under the direction of the Sport Services staff, the role is to assist primarily in the development of the Events recognition program, the 10, 20 & 30 Year Club, to verify new eligible inductees and to manage the clubhouse over the event period, as well as assist with the management of various timing and results duties and other administration tasks. 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 - Event Services, Manager – Event Registrations, Volunteer Coordinator, EMQ Staff.

#### **KEY ACCOUNTABILITIES:**

##### ***Position Specific***

##### **10, 20 & 30 Year Club**

- Assist with verifying participants who select the '10, 20 or 30 Year Club' option on their entry
- Update participant details on the web-based registration system
- Update the 'All time' list of 10, 20 & 30 Year Club inductees
- Review 10, 20 & 30 Year Club information on the website
- Stocktake of 10, 20 & 30 Year club polo shirts
- Prepare the presentation booklets/run sheets & rewards packs for the 10, 20 & 30 Year Club awardees
- Manage the 10, 20 & 30 Year Clubhouse over event weekend
- Send out the 10, 20 & 30 Year Club awards for those participants who couldn't collect on event weekend
- Contribution of improvements to the recognition program
- 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, Business or Exercise Science
- 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

**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

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

