

POSITION DESCRIPTION

POSITION TITLE: Volunteer and Spectator Services Intern

POSITION OBJECTIVE:

Under the direction of the Volunteer Coordinator, the role is to assist in the recruitment, selection and management of volunteers and volunteer training. This role will also involve assist in the planning and coordination of spectator services including the event information booths and bag drop services. This role combines Event Management skills as well as certain Human Resource Management attributes as there is a high level of interaction with the volunteers.

POSITION COMMITMENT

Week beginning Monday 19 May 2025 – Sunday 6 July 2025

One day per week (Bundall office based). Additional days as required from Monday 23 June 2025. Must be available Thursday 3 July – Sunday 6 July.

REMUNERATION

Unpaid Internship. \$30 daily per diem.

REPORTING STRUCTURE

This position reports directly to the Volunteer Coordinator and has no direct reports.

KEY DUTIES & RESPONSIBILITIES:

- Leading the Event Precinct, or Sport & Leisure Expo Information Point Services
- Managing the daily set up, operation and pack down of the Information Point
- Compiling and producing an Event Information Handbook
- Providing an exceptional experience to both our athlete and volunteer teams
- Supporting with deployment of Volunteers to their event positions
- Assisting with training, briefing and management of all event volunteers
- Assisting with volunteer break rotation

KEY SKILLS & EXPERIENCE

Experience Required

- 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

Computer Skills

- Basic computer skills in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

Aptitude & Interpersonal Skills

- An excellent team player who considers organisational goals a priority.
- High level organisational and coordination skills.
- Good time management, with the capacity to work to deadlines.
- Sound written and verbal communication, negotiation and interpersonal skills.
- Awareness of and ability to work in accordance with EMQ policies and procedures.
- Ability to take, interpret and follow instructions.
- Committed towards undertaking duties efficiently, using initiative, creativity and a strong attention to detail.
- A willingness to “pitch in” where required. No job too big or small.
- Positive, energetic attitude and the ability to work under pressure.
- Professional personal presentation.
- Sound internal and external stakeholder management with a customer service orientation.
- High degree of confidentiality.

KEY PERFORMANCE INDICATORS (KPIs)

- Customer (internal and external) satisfaction.
- Representation of the EMQ brand in a professional manner.
- Accuracy of data, filing and information.
- Satisfactory achievement of ongoing targets, goals and objectives as set by EMQ.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of EMQ, and regulatory standards.
- Adherence, utilisation and promotion of EMQ’s vision, philosophy, core values, quality standards, best practice, policies and procedures and WHS requirements.

Signed by Employee: _____

Date: _____