

POSITION DESCRIPTION

POSITION TITLE: Athlete Services Intern

POSITION OBJECTIVE:

Under the direction of the Sport Services staff, the role is to assist primarily in the administration of the presentations program, pace runner program, seeded and priority start program, as well as assistance with the management of the elite athlete program. This role combines event management skills as well as certain general administration and customer service attributes as there is a high level of interaction with the participants.

POSITION COMMITMENT

Week beginning Monday 21 April 2025 – Sunday 6 July 2025

One day per week (Bundall office based).

- Must be available Saturday 3 May - Sunday 4 May 2025.
- Additional days as required from Monday 30 June 2025. Must be available Thursday 3 July – Sunday 6 July 2025.

REMUNERATION

Unpaid Internship. \$30 daily per diem.

REPORTING STRUCTURE

This position reports directly to the Manager – Sport Services and has no direct reports.

KEY DUTIES & RESPONSIBILITIES:

Toowoomba Wellcamp Airport Marathon:

Presentations

- Prepare placegetter wristbands and labels
- Assist with preparation of Coordinator & Volunteer briefs
- Assist with the arrangement of presentation schedule & run sheets
- Assist with the presentation program on event weekend

ASICS Gold Coast Marathon:

Pace Runner Program

- Prepare & monitor pace runner bands for each 'Pace Group' in the marathon, half marathon and 10km
- Prepare 'Pace Group' collateral and information sheets
- Assist with ensuring the Pace Runner page on the website is up to date

- Uploading and monitoring Pacer Profiles
- Set up the pace runner booth at the ASICS Sport and Leisure Expo
- Coordinate volunteer pace sign holders on event weekend

Seeded & Priority Start

- Review the Seeded & Priority Start information on the website
- Assist with verifying participants who nominate for a seeded (elite) start
- Assist with verifying participants who nominate for a priority (sub-elite) start
- Update participant details on the web-based registration system
- Draft emails to the successful applicants
- Apply the priority start stickers to the race numbers of successful applicants
- Review the race day operational plans for the Seeded & Priority start groups

Elite Athlete Program

- Assist with compiling bios on the invited elite athletes in the marathon, half marathon and 10km
- Assist with preparing the race weekend itineraries for each invited elite athlete
- Assist with the operation of the Elite Athletes Area/s at the race precinct
- Assist with ensuring the Elite Athlete information on the website is up to date

Championships

- Assist with marketing the championship events incorporated within the event
- Clean data collected via the web-based registration system
- Verification of championship entrants

Personal Refreshments

- Set up and facilitate the Personal Refreshment booth at the ASICS Sport and Leisure Expo
- Assist with the collection and delivery of personal refreshments
- Assist with preparation of Coordinator & Volunteer briefs

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: _____