

POSITION DESCRIPTION

POSITION TITLE: Registrations Intern

POSITION OBJECTIVE:

The Registrations Intern is a key member of the Registrations Department. Under the direction of the Event Registrations and Memberships Manager, the main role of the Registrations Intern is to assist in the planning and coordination of the fast-paced Registration Centre, Sport & Leisure Expo, Legends Club and Teams Program.

POSITION COMMITMENT

Week beginning Monday 11 May 2026 – Sunday 19 July 2026

One day per week (Bundall office based). Additional days as required from Monday 29 June 2026. Must be available Thursday 2 July – Sunday 5 July.

REMUNERATION

Unpaid Internship. \$30 daily per diem.

REPORTING STRUCTURE

This position reports directly to the Event Registrations and Memberships Manager and has no direct reports.

KEY DUTIES & RESPONSIBILITIES:

Pre-event

- Assist with preparation of Race Number collection
- Update manuals, instructions and signage in preparation for event weekend
- Coordinate the team collection process
- Assemble Teams Race Numbers for postage or onsite scheduled collection
- Assist in the preparation of Race Numbers; attaching timing chips, companion race numbers, junior dash information and racking race numbers
- Assistance with preparing Legends Club signage, liaising with RSVP's and coordinating onsite requirements
- Assistance with the sorting of Legends Club polo shirts, certificates and trophies
- Gather an understanding of the registration system by assisting with the administration of entrant details in preparation for race weekend

During event

- Assist with the set up and management of the Registration Centre and Sport & Leisure Expo
- Assist with the training of Volunteers in preparation of a high-paced environment
- Management of Volunteers across a diverse range of registration roles
- Assist with the distribution of race kits to entrants
- Assist the Expo Manager with the execution of the exhibitor set up
- Manage the Legends Clubhouse over event weekend ensuring a memorable experience for VIP entrants
- Assist with distribution of 63.3km challenge rewards
- Assist with race morning Race Number enquiries and last-minute changes

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 Intern: _____

Date: _____