

Job Title:	Event Support Officer	Department/Group:	Event Services
Reports to:	Registration Manager	Location	Sydney
Level/Salary Range:	\$55,000	Employment Type	Full time
Contact:	Alice McCann Head of Event Services	Number	0481 123 988
Applications Close	Friday 26 April 2024	Start Date	Monday 20 May 2024
Event Website(s)	https://sydney-marathon.com/ https://sydneyharbour10k.com.au/		

Organisation Profile

Pont3 is an event management company that does big things! One of the most highly regarded event management organisers in Australia, we are responsible for delivering some of Australia's largest mass participation events. Our varied portfolio of events includes both owned and third-party event management.

- Sydney Marathon (Abbott World Marathon Major Candidate Race) (owned)
- Real Insurance Sydney Harbour 10&5k (owned)
- Johnson & Johnson Bondi to Manly Ultra (third party)
- One Door Wellness Walk (third party)
- GIO Oz Day 10k Wheelchair Race (third party)
- Lunar New Year Dragon Boat Racing (third party)

Pont3's vision is inspiring activity to view sport as a force for good. Diversity, inclusion, and wellbeing are at the heart of our events, and we want to ensure these are at the heart of our company. We strongly value diversity and recognise that true inclusion provides alternate perspectives, lived experiences and ideas.

Pont3 has a strong team culture where we support each other and celebrate our team's achievements which leads to a great working environment.

Role Purpose

You would be a great fit if you:

- Are Sydney-based permanently
- Have experience in customer service
- Have a passion for events and fitness
- Are great at juggling projects, and priorities
- Are creative, motivated, agile, resourceful and a team player.

The Event Support Officer is responsible for providing excellent customer service, problem solving and providing relevant information to the general public interested in, or already participating in one of our events. The role also provides administrative support to the wider team.

This position primarily communicates with participants of the Sydney Marathon and provides additional support to events that reside within the Pont3 portfolio. The Event Support Officer will possess excellent customer service skills, strong administration and organisational skills, be a team player, solution driven and enjoy working in a service-orientated role.

This role does not require previous event experience.

The role involves:

- Being the key point of contact responsible for all customer queries via email, phone and social media with the intention of delivering excellent customer service and maintaining long-term relationships with participants.
- Processing event changes, withdrawals and refunds in accordance with the events' policy.

- Assisting with the management of corporate and international teams.
- Assisting the Marketing Team with website and online support system updates.
- Managing the clerical aspects of the organisation, including ordering office equipment, booking couriers and meeting rooms through the central office booking system, and incoming and outgoing mail.
- Any additional administration requirements of the wider Pont3 team.

Essential criteria

- Exceptional customer service skills with the ability to communicate effectively internally and externally, both verbally and written.
- Fluent in English (verbally and written).
- Strong administration skills and the willingness to learn.
- Well presented, level-headed and calm demeanor.
- Strong communication skills both written and verbal.
- Attention to detail and excellent problem-solving skills.
- Highly organised with good time management skills.
- Strong computer skills in MS Office suite, familiarity with CRM systems, and databases.
- Ability to work independently as well as part of a small team.
- Prepared to work on weekends and some before / after-hours work during busy periods.
- A minimum of 2 years' general administration experience within an office environment.

Event Day Operations

- Assist with the setting up of the registration area including setting up tech, laptops, iPads (pre-event and on event day)
- Briefing and management of event volunteers
- Allocating participants race bibs, processing race changes and event entries.
- Answering participant queries in person (and via email and phone)
- Supporting elite athletes and team runners (including general, sponsors and charity teams)
- Operational support

Benefits

- Friendly and supportive team.
- Modern, light, fully serviced private office in Circular Quay, in close proximity to public transport (train, light rail, buses & ferry services).

Applicants MUST have the right to work in Australia

Applications close 5pm, Friday 26 April 2024. Please submit your resume to alice@pont3.com

If you have any specific questions about the role or Pont3, feel free to call Alice on 0481 123 988.