

Role: Intern - Athlete Services
Location: Cape Town
Type: Internship
Start date: ASAP to 29 November 2019. Potential contract extension for long term employment.

Kindly submit your motivation letter and full CV in support of your application to careers@cape-epic.com.

THE ROLE

The successful candidate for this internship will work to support the Athlete Services team and business to achieve its collective objectives across all Grandstand Management events.

This Athlete Services team manages event aspects that reach out to the riders / athletes directly. These aspects include but are not limited to the registration process, all rider queries before and during the event, any optional extras riders/athletes can purchase, and so forth. The Athlete Services is the cornerstone of the business and works closely with other divisions within company to ensure that the event flows smoothly and that the riders/athletes have a great experience throughout their journey.

Travel to the event should be anticipated with the intern required to perform well under challenging deadlines prior to and on event, demonstrate meticulous attention to detail and be capable of working proactively with guidance from the Athlete Services Manager.

RESPONSIBILITIES

- Assist with a variety of administrative tasks the Athlete Services team is responsible for, e.g. but not limited to:
 - Answering rider queries (e-mails, phone calls)
 - Creating, printing, laminating various signage
 - Website / backend sense checks
- Quality control of various production items
- Manage the pre-packing process alongside Registration manager
 - Manage students that assist with packing process
 - Ensuring all items are in place for packing to take place
- Assume the role of Race Office assistant during the event and work closely with the Race Office Manager
- Assist with pre-event functions as needed
- Work closely and in a professional manner with sponsors, suppliers, and all other stakeholders

QUALIFICATION REQUIREMENTS

- Relevant degree or similar qualification from a higher institute of learning
- Valid driver's license
- Event industry experience is beneficial

SKILLS and COMPETENCIES

- Strong administrative skill set
- Friendly and helpful demeanor with a strong customer service mindset
- Detail-oriented, ability to work under pressure, and juggle multiple projects simultaneously whilst sticking to deadlines successfully
- Strong ability to work as part of a dynamic and goal-oriented team
- Ability to do hands on work during the event whilst the position is primarily desk bound off event.
- Ability to troubleshoot / think on your feet whilst in pressure situations
- Excellent written and verbal command of the English language with other languages being a strong bonus
- Strong computer skills (Microsoft Word, Microsoft Excel)
- Passionate about the events industry
- General knowledge of the Absa Cape Epic and the FNB Wines2Whales

About GRANDSTAND MANAGEMENT

Acquired by the Ironman Group in 2017, Grandstand Management is a young, passionate and dynamic, sports-oriented company that organizes the [Absa Cape Epic](#) mountain bike stage race, [FNB Wines2Whales](#) and [Epic Series](#). We aspire to offer our athletes unrivalled experiences that change lives for the better whilst setting new benchmarks in various growth areas.