



<b>POSITION TITLE:</b> Floriade Program Assistant	<b>ORGANISATION:</b> Australian Capital Tourism	<b>SECTION:</b> Events
<b>CLASSIFICATION:</b> Floriade Internship	<b>POSITION NUMBER/S:</b> F1005 and F1006	<b>REPORTS TO:</b> Horticultural Program Coordinator

### ENVIRONMENT

Australian Capital Tourism is an enterprise group within (TAMS). Its purpose is to maximise the social, cultural, economic and employment benefits of tourist visitation to the ACT economy. It does this by undertaking activities aimed at enticing Australian and overseas visitors to discover and explore the vast array of attractions and experiences in Canberra and the region.

The role of the Events team is to stimulate visitation and enhance the visitor experience in Canberra and the region through the delivery and support of events.

### POSITION DESCRIPTION

The primary objective of this position is to assist site staff with the implementation, management and maintenance of the horticultural programs in the ActewAGL Look 'n' Learn Marquee and the Interflora Exhibition Marquee to ensure efficient and effective running of the of Floriade

The Key Responsibility Areas for the Floriade Program Assistant are:

1. To assist with the coordination of the horticultural programs.
2. To assist the Horticultural Program Coordinator with the bump in and bump out of each display.
3. To assist with the coordination and implementation of daily programs
4. Reporting any issues to the Horticultural Program Coordinator or Site Manager.
5. Assist with operations on site as directed by Site Staff.

## SELECTION CRITERIA

### Essential

1. Proven experience or demonstrated ability in database maintenance particularly in Microsoft Excel/ Microsoft Access and sound computer literacy skills
2. Strong interpersonal, customer service, communication and administrative skills
3. Demonstrated capacity to deliver exceptional customer service to clients, sponsors, industry representatives, members of the public and other stakeholders
4. Demonstrated capacity to co-ordinate and assist with the delivery of event operations in order to achieve determined objectives.
5. .Demonstrated ability to work in accordance with agreed time frames and show initiative
6. Ability to work within a small team environment with minimal supervision
7. Currently undertaking tertiary studies in Event Management or Tourism (Third year level).
8. Demonstration of behaviours reflecting the organisation's values including teamwork, customer service, innovation and creativity, recognition and development and accountability.
9. Demonstrated commitment to the implementation of Equal Employment Opportunity (EEO), Industrial Democracy (ID) and Occupation Health and Safety (OH&S).

### Desirable

1. Current Australian driver's licence
2. Ability to undertake 140 – 180 internship hours from late July – Mid October 2008