

Play on the Gold Coast in 2014!



Pan Pacific
Masters Games
GOLD COAST | AUSTRALIA
1 - 9 November 2014

Tourism and Events
Queensland

AUSTRALIA'S
GOLDCOAST.

Australia's
Gold Coast
Famous for fun

POSITION DESCRIPTION OPERATIONS INTERN (INFORMATION BOOTH)

POSITION: Operations Intern (Information Booth)
REPORTS TO: Event Operations Coordinator – Catherine Wightman

DETAIL:

Commitment:	One day a week plus additional over event time
Start Date:	Week commencing 15 September 2014
Completion Date:	11 November 2014
Remuneration:	Unpaid volunteer role

LOCATION: Events Management Queensland
Level 2, 105 Upton Street
Bundall, QLD 4217

DUTY STATEMENT: *Position Purpose/Context*

The Operations Intern is a key member of the Operations Department of Events Management Queensland (EMQ). EMQ, a wholly owned subsidiary of the Queensland Government (through Tourism and Events Queensland), manages and organises world-class mass participation sporting events designed to generate tourism and maximize significant economic impact to the community.

Under the direction of the Event Operations Coordinator, the role is to assist in the planning and operation of the Information Booth at the Games Village.

Position Dimensions

Main Contacts: General Manager, Operations Manager, Event Operations Coordinator, Event Operations Officer, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

- Compiling event and tourism information into a reference handbook
- Sourcing tourist brochures and information for the Information Booth
- Designing the layout and organization of the Information Booth
- Assisting with the Training and recruitment of the Information Booth volunteers
- Documenting policies and procedures
- Producing venue and shuttle bus maps for display
- Assisting with the rostering and resourcing of the Information Booth

Play it, Live it, Love it!



- Coordinating the set-up and pack-down of the Information Booth

Company Representation:

- Represent EMQ in a professional and positive manner
- Interact with stakeholders, including sponsors, supporters, customers, staff and other team members with respect and courtesy
- Follow EMQ policies and procedures including office protocols and appropriate channels of communication
- Operate with honesty and integrity, maintaining confidentiality and using discretion with our customer's personal information
- Keep an open dialogue with your Supervisor/Volunteer Coordinator with regards to any issues, challenges or problems that may impact your performance and experience at EMQ

SELECTION CRITERIA:

Work Experience and Skills

Essential:

- 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
- Demonstrated high level of computer literacy and proficiency in using Microsoft Office
- Ability to work abnormal hours and travel when required

Desirable:

- Personal interest or participation in sporting endeavours

ADDITIONAL INFORMATION:

Value to the Intern:

- Statement of Service provided to student post-event on successful completion of the Internship. Statement outlines number of hours contributed and main tasks completed
- Direct supervision and guidance from an industry professional
- Opportunity to apply theoretical knowledge to workplace and develop industry skills
- Opportunity to create a personal network and be part of a team that delivers a world-class event.

Support and resources provided:

- Office induction at EMQ office and onsite induction at each venue depending on the roster
- Event t-shirt to wear when representing EMQ
- Reimbursement for parking expenses where no free parking is available
- Meal or meal allowance provided for shifts of six hours or more

For further information on this role, please contact:

Catherine Wightman
 Event Operations Coordinator
 Events Management Queensland
 Phone: 61 7 5668 9888