



# PAN PACIFIC MASTERS GAMES

GOLD COAST AUSTRALIA 5-14 NOVEMBER 2021

IT'S LIVE!  
in Queensland

## INFORMATION BOOTH INTERN POSITION DESCRIPTION

<b>POSITION:</b>	Information Booth Intern	
<b>REPORTS TO:</b>	Logan Hart – Manager – Event Operations Grace Moormann – Volunteer Coordinator	
<b>DETAIL:</b>	Commitment:	One day a week plus additional over event time
	Applications Open:	Monday 26 July
	Start Date:	Week beginning 13 September
	Completion Date:	Week beginning 15 November
	Remuneration:	Unpaid volunteer role
<b>LOCATION:</b>	<b>Pre-Event:</b>	<b>During Event:</b>
	Events Management Queensland Level 2, 105 Upton Street Bundall, QLD 4217	Registration Centre TBC

### DUTY STATEMENT:

#### *Position Purpose/Context*

The Information Booth 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 maximise significant economic impact to the community.

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

#### *Position Dimensions*

Main Contacts: Manager- Event Operations, Volunteer Coordinator, 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 organisation 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
- 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

**Apply**

- To apply please go to –  
<https://emq.rosterfy.com.au/invite/internships>

**For further information on this role, please contact:**

Grace Moormann  
Volunteer Coordinator  
Events Management Queensland  
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Email: [grace@goldcoastevents.com.au](mailto:grace@goldcoastevents.com.au)