

# 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 – REGISTRATIONS INTERN

<b>POSITION:</b>	Registrations Intern								
<b>REPORTS TO:</b>	Manager – Registration Services – Shari Amory								
<b>DETAIL:</b>	<table><tr><td>Commitment:</td><td>One day a week plus additional over event time</td></tr><tr><td>Start Date:</td><td>Week commencing approx. 8 September 2014</td></tr><tr><td>Completion Date:</td><td>Week commencing approx. 10 November 2014</td></tr><tr><td>Remuneration:</td><td>Unpaid volunteer role</td></tr></table>	Commitment:	One day a week plus additional over event time	Start Date:	Week commencing approx. 8 September 2014	Completion Date:	Week commencing approx. 10 November 2014	Remuneration:	Unpaid volunteer role
Commitment:	One day a week plus additional over event time								
Start Date:	Week commencing approx. 8 September 2014								
Completion Date:	Week commencing approx. 10 November 2014								
Remuneration:	Unpaid volunteer role								
<b>LOCATION:</b>	Events Management Queensland Level 2, 105 Upton Street Bundall, QLD 4217								

### DUTY STATEMENT:

#### *Position Purpose/Context*

The Registration Intern is a key member of the Registrations 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 Registrations department, the Registration Intern's main role will be to assist in the planning and administration of the Pan Pacific Masters Games.

#### *Position Dimensions*

Main Contacts: General Manager, Manager – Registrations Services, Event Operations Coordinator, EMQ Staff.

Play it, Live it, Love it!



## KEY ACCOUNTABILITIES:

### *Position-specific:*

#### Pre-event:

- Assist with data entry
- Assist with answering competitor enquiries
- Checking, processing and filing of all entry forms
- Processing competitor changes, transfers and information changes
- Assist with the development of onsite late entry/ help desk procedures
- Conduct training of late entry/ help desk volunteers
- Assist with other Registration duties as required

#### During event:

Assisting with the management of the Registration centre (30 October 2014– 7 November 2014) including the following areas;

- Late entry
- Help desk
- Accreditation collection

### *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
- Event t-shirt and cap 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