



# PAN PACIFIC MASTERS GAMES

GOLD COAST AUSTRALIA 5-14 NOVEMBER 2021

IT'S LIVE!  
in Queensland

## REGISTRATIONS INTERNSHIP POSITION DESCRIPTION

<b>POSITION:</b>	Registrations Intern		
<b>REPORTS TO:</b>	Hanna Gopperth -- Manager – Event Registrations		
<b>DETAIL:</b>	Commitment:	One day a week then full time 4-12 November	
	Applications Open:	Monday 26 July	
	Start Date:	Week beginning Monday 20 September	
	Completion Date:	Week beginning Monday 15 November	
	Compulsory Dates:	4 – 7 November; 12 November and 2 days from 7-11 November	
	Remuneration:	Unpaid volunteer role	
<b>LOCATIONS:</b>	<b>Pre-Event:</b>	Events Management Queensland Level 2, 105 Upton Street Bundall, QLD 4217	
	<b>During Event:</b>	Games Village TBC	Registration Centre TBC

### DUTY STATEMENT:

#### **Position Purpose/Context**

Events Management Queensland (EMQ) is a wholly owned subsidiary of the Queensland Government (through Tourism and Events Queensland) that manages and organises world-class mass participation sporting events designed to generate tourism and maximise significant economic impact to the community.

The Registration Intern is a key member of the Registrations Department. Under the direction of the Registrations staff, the Registration Intern's main role will be to assist in the planning and coordination of the Registration Centre at the Games Village for the 2021 Pan Pacific Masters Games.

### KEY ACCOUNTABILITIES:

#### **Position-specific:**

##### Pre-event:

- Answer registration enquiries
- Process entrant registration changes – including upgrades, transfers and information changes
- Coordinate and conduct pre-event volunteer training
- Update manuals, instructions and signage in preparation for event week
- Assist with other Registration duties as required

##### During event:

- Assist with the management of the Registration Centre (4 - 12 November)
- Management of volunteers across a range of registration roles

PLAY IT, LIVE IT, LOVE IT!

mastersgames.com.au #PPMG21

**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 (Outlook, Word & Excel)
- Demonstrated the ability to lead and manage other individuals
- Ability to work abnormal hours (long days during event week starting early but working no later than 8.30pm) and travel where required

**Desirable:**

- Personal interest or participation in sporting endeavours

**ADDITIONAL INFORMATION:****Value to the Intern:**

- Event and work experience – a statement of service is provided post-event on successful completion of the Internship. This statement outlines the number of hours contributed and the 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 the Games Village
- 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

**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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