



PAN PACIFIC MASTERS GAMES

GOLD COAST AUSTRALIA 5-14 NOVEMBER 2021

IT'S LIVE!
in Queensland

VOLUNTEER COORDINATOR INTERN POSITION DESCRIPTION

POSITION:	Volunteer Coordinator Intern	
REPORTS TO:	Logan Hart – Manager – Event Operations Grace Moormann – Volunteer Coordinator	
DETAIL:	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
LOCATION:	Pre-Event:	During Event:
	Events Management Queensland Level 2, 105 Upton Street Bundall, QLD 4217	Registration Centre TBC

DUTY STATEMENT:

Position Purpose/Context

The Volunteer Coordinator Intern is a key member of the Operations Department of Events Management Queensland (EMQ). EMQ, a wholly owned subsidiary of the Queensland Government (through 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 recruitment and selection of volunteers and training where necessary. This role combines Event Management skills and well as certain Human Resource Management attributes as there is a high level of interaction with the volunteers.

Position Dimensions

Main Contacts: Manager- Event Operations, Volunteer Coordinator, EMQ Staff.

KEY ACCOUNTABILITIES:

Position-specific:

- Update information sheets that are accessible to volunteers
- Assist in the recruitment and selection process
- Assist in the rostering process
- Manage volunteer hours and timesheets
- Contact previous volunteers if required and aid in the recruitment process
- Continued monitoring of the roster and volunteer availability
- Documenting policies and procedures
- Assisting with the rostering and resourcing of the Info Booth

Company Representation:

PLAY IT, LIVE IT, LOVE IT!

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- 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 Manager 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, Event Management, Business or Human Resource 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
- 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