# Australian Tourism Export Council - Internship Position

## COMPANY
ATEC - Australian Tourism Export Council - ATEC is the peak industry body that represents the interests of over 1000 tourism export companies throughout Australia, including attractions, accommodation, tour operators, airlines, cruise operators, transport, agents and tourism services. ATEC members are responsible for delivering the Australian tourism experience to overseas visitors, contributing some $24 billion to the nation's export economy. ATEC has a proven 36-year history of building better business opportunities for Australia’s tourism export industry via a carefully selected mix of relevant commercial, educational and professional networking programs. ATEC delivers real bottom-line advantages to its members via these opportunities, as well as occupying a critical role in influencing tourism policy at both a state and federal level on behalf of its members and stakeholders.

## LOCATION
National Office - Sydney CBD  
Tower 2, Level 18,  
201 Sussex Street  
Sydney NSW 2000

## POSITION
National Membership & Events Assistant

## REPORTS TO
Natalie Young – Membership Executive

## TERMS
Semester 1 - 6 Month, 1 day per week Voluntary Contract

## DESCRIPTION
ATEC's Membership department is a vital department within the association and an essential unit providing business advice and support to members. The National Membership and Events Assistant will be an integral part of the ATEC team, assisting in coordinating key membership and events areas as below.

Responsibilities will include;

**General Administration**
- Reception – Answering phone enquiries, meet and greet guest.
- Admin Task – External mail, couriers, taking minutes for internal meetings
- Handling general office enquiries

**Membership Database**
- Assist in maintaining the integrity of the national database, including updates and changes pertaining to new members, new contacts, change of details and billing
- Service requests for database lists via email for members and Branch Managers
- Coordinate use of the online directory and other web pages relating to membership

**Membership Enquiries**
- Service member enquiries and requests relating to business development
- Assist in handling general and membership enquiries arising from current & potential members

**Membership Applications & Renewals**
- Assist with the distribution of membership kits – both hard copy and via email to service membership enquiries
- Receive applications directly from members and Branch Managers and check all the required information is filled in
- Assist in preparing applications for Board approval
- Assist in the annual membership renewal system (July - October each year)
- Assist in identifying and approaching targets
- Ensure a stock of membership kits are readily available
- Assist with membership correspondence for new and existing members

**Young ATEC (YATEC)**
- Field telephone enquiries and respond to requests for YATEC membership
- Update YATEC database with new members
- Distribution of Young ATEC new membership kits
- Event management for Young ATEC networking functions and mentoring program.
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## Description

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<thead>
<tr>
<th>Events and Seminars</th>
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<tbody>
<tr>
<td>Registration for all delegates including the processing of payments</td>
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<tr>
<td>Assist in making flight and accommodation bookings for Inbound Tour Operator and Corporate Partner delegates from around Australia</td>
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<tr>
<td>Assist in marketing campaign for events through email correspondence and telemarketing</td>
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<td>Assist with in-coming phone calls on delegate enquiries/ information</td>
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<tr>
<td>Assist in purchasing of event merchandise</td>
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<td>Assist in event referencing system</td>
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## Benefits

- Working in a corporate team environment
- Capacity to learn new skills and procedures
- Development of Tourism industry knowledge
- Develop interpersonal communication skills – verbal & non verbal
- Potential to network with hundreds of key Industry contacts – future career opportunities
- Develop database management skills
- Learn event management procedures
- Financial management skills
- General office management skills

To be considered, you will need to demonstrate initiative, enthusiasm and possess the following skills:

- Intermediate with Word and Excel
- Excellent attention to detail
- Strong customer service, organisational and communications skills
- Time management skills

Please email your interest to Tania Bucic, at UNSW t.bucic@unsw.edu.au by Monday, 16/3 for Semester 1 (Start date late March), details must include a copy of your current resume, and full contact details.