Job Descriptions

Sustainability & Social Responsibility

The Sustainability and Social Responsibility department (SSR for short) protects our very reason for being by working with members and strategic partners to exponentially impact the UN Sustainable Development Goals (SDGs) within the Asia Pacific travel industry. As an SSR intern, you’ll be tasked with:

- Project-based tasks depending on what project the SSR team is working on during your internship. For example, plan working meetings to forge partnerships for change
- Collect and create weekly newsletter articles to promote PATA members’ efforts in sustainability
- Measure sustainability in the PATA Headquarters through the EarthCheck online benchmarking system
- Assist in workshops with partners and members
- Attend events relating to sustainability that can foster new partnerships and collaborations
- Promote sustainability both in and out of the office
- Design and implement one internal project to promote SSR in the PATA office

Requirements

- Bachelor’s Degree
- Strong understanding of industry trends and drivers within tourism, sustainability, conservation, and corporate social responsibility
- Strong written English skills, to create and edit newsletter articles and reports
Membership

The Membership team is in charge of taking care of our Members and growing PATA’s community. As a Membership Intern, you’ll be tasked with:

- Supporting the team with membership recruitment & retention via email correspondence and phone calls to members and prospects.
- Keep the membership database up to date when handling new members and terminated members.
- Support the team with administrative tasks such as issuing invoices, receipts and certificates.
- Publishing member news on the PATA website and social media channels
- Creating Membership marketing materials
- Contacting members for information
- Occasionally, PATA interns will be invited to attend events, seminars, trainings and meetings with members.
  - In the lead up to any event, interns are required to help the team in preparation.
  - During the event, interns are required to help the team with the execution of the event.

Marketing

PATA’s Marketing department communicates PATA’s brand story to members and prospects. They are the creative hub of PATA, generating content and designs for PATA events and initiatives.

As a Marketing intern, you’ll be tasked with:

- Managing and updating content for PATA’s digital platforms including the PATA Events mobile app, YouTube, Flickr, website, social media pages, the PATA blog
- Provide administrative support for the team (for example: creating HTML files for eDMs)
- During events
  - Assist in real-time social media coverage of the event.
  - Provide support at the event in terms of photography, videography and digital media management.

Requirements

- Candidates are required to have a high command of the English Language.
- Candidates who enjoy creating content for digital platforms are preferred.
Event Management

The Events Team is in charge of making sure PATA’s 4 major events (ATCM, PAS, PTM, PDMF) run smoothly for all stakeholders. They are the most detailed, organized and efficient people you will ever meet.

As an Events Team Intern, you'll be tasked with:

Pre events:
- Support the team by providing Customer Service to delegates via email correspondence and phone calls. For example:
  - Answer delegates’ inquiries regarding flight, accommodation & transfers
  - Generate credit card authorization forms, receipts and confirmation letters.
  - Follow up with delegates as necessary.
  - Update information in the system and on the website.
- Support the team by preparing and packing event materials to events.
- Support in Events Marketing by preparing the Quick Facts section for each event.

During Events:
- Work onsite at events in support of registration, logistic coordination and customer service.

Post-Events:
- Keep the delegate database up to date.
- Support the team in survey data management, analysis and report.