



Information Package for the position of :

Certificate III Business / Certificate III in Community Services/ Certificate III in Accounts Administration

Applications Close: 4.00pm Monday, 8th January 2024

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1. Introduction

Thank you for your interest in the traineeship with the Denmark Community Resource Centre (Denmark CRC).

The Denmark Community Resource Centre has been successful in a grant to engage a trainee for the position of Certificate III Business / Certificate III in Community Services/ Certificate III in Accounts Administration

The successful applicant shall be appointed to work at the Denmark Community Resource Centre for 19.5 hours a week. During this time the trainee will work three days a week at the Denmark CRC. A period of up to 4 weeks will be set aside for work experience outside the Denmark CRC. Pending on the qualification chooses this could involve working at the Shire of Denmark, Denmark Arts, Denmark Chamber of Commerce or the Denmark Cooperative for a period of up to 4 weeks within the traineeship.



2. Advertisement

Denmark Community Resource Centre

Certificate III Business / Certificate III in Community Services/ Certificate III in Accounts Administration

Applications are invited for a Trainee for the Denmark Community Resource Centre, commencing on Monday 29th January 2024.

The Denmark Community Resource Centre is seeking a person who is well presented, has a positive attitude and is keen to commit themselves to a traineeship for a period of 18 months, during which time they will receive both on and off the job training in a wide range of Administration/ Community activities in a busy office environment. Please note the traineeship has to be finished within 18 months.

Please contact:

Petra- Manager on **9848 2842** or **manager@denmarkcrc.com.au**
for an application pack.

Written applications addressing the selection criteria must be submitted to the Manager at the Denmark Community Resource Centre by **4pm** on **Monday 8th January 2024**, by either:

Post to: PO Box 293, 2 Strickland Street, Denmark 6333; or

Emailing to manager@denmarkcrc.com.au;

or

Drop off in person to the Denmark Community Resource Centre.

(Closed over Christmas on 22/12, reopen 8th of January 2024)

Please mark your application **Confidential – Attention Manager, Trainee Application**

3. Position Description

POSITION: Certificate III Business / Certificate III in Community Services/ Certificate III in Accounts Administration

SALARY: Award Rate

TENURE OF EMPLOYMENT: Until 31 July 2025

ORGANISATION: Denmark Community Resource Centre

DEPARTMENT Administration

RESPONSIBLE TO: Manager

OBJECTIVES OF THE POSITION:

To receive on and off the job training to satisfy the objectives and requirements of either a Certificate III Business , Certificate III in Community Service or Certificate III in Accounts Administration under the Industry Training Council resulting in a qualification in Certificate III. To provide supervised assistance to other staff in the performance of a variety of duties.

DUTIES OF THE POSITION:

The extent of involvement in the following duties will be dependent upon skills obtained and displayed through on and off the job training:

- Greeting customers both in person and on the telephone, directing them to the appropriate staff member.
- Assisting with customer enquiries.
- Assisting in start of day and day end.
- Assisting admin personnel with their daily task
- Setting up of meeting rooms and booking of facilities.
- Participating in a team environment.
- Assisting in writing articles for the Denmark Community Guide.
- Planning approved post on our social media platform and website.
- Supporting all events undertaken by Denmark CRC
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REQUIREMENTS OF THE APPLICANT:

- Commitment to undertake on and off the job training over the duration of the Traineeship.
- Basic communication skills.
- Willingness to learn a variety of skills

- Basic computer or numeracy skills.
- Flexibility is essential, as there may be occasions when study time is designated during working hours; however, an additional commitment of up to 3 hours per week for independent study outside of paid working hours may be required.

4. Selection Criteria

(Please ensure you provide written information on your skills, experience and/or qualifications in each of the following Selection Criteria areas)

ESSENTIAL:

- Basic communication skills.
- Basic computer or numeracy skills.
- Completion of Year 10 secondary schooling.
- Basic social media skills
- Basic software skills eg. emailing and saving files to a computer
- Interest working with people in our community

DESIRABLE:

- Previous cash handling.
- Previous telephone experience.
- Previous customer service experience.
- Previous software skills eg. Word, Excel, Canva, Power Point and Square

5. Submitting an Application

Guidelines

The following guidelines have been developed to assist you in preparing your application and to ensure all documentation is submitted with your application.

Preparing your application

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for interview. This decision will be based on the information that is relevant to the position that you provide in your application. Please research the Denmark Community Resource Centre by coming into the centre, attending an event and reviewing the website.

Your application should include the following information:

Covering letter

State the identifying details of the position together with any relevant information of your availability for an interview.

You may wish to summarise your application and emphasise your strongest points and achievements.

Curriculum Vitae (Résumé)

This is a summary of your work history (if any) and should start with the most recent or current position. You should include employment to and from dates, position title and brief details of duties.

Please ensure you include your personal details including name, current address and telephone number.

You should also include any qualifications and training achievements. Be sure to include any study you are currently undertaking or volunteer roles.

Addressed selection criteria

It is a requirement of your application that you address the selection criteria for the position you are applying for as outlined in the Position Description.

The selection criteria are the qualifications, experience, knowledge, skills and abilities considered necessary to perform the functions of the position.

This should include demonstrated capabilities by providing evidence of how you meet the selection criteria; provide specific details; and where possible, include an indicator of success or a result.

An easy way to do this is to use the STAR model - that is:

Situation provide a brief outline of the situation / setting

Task outline what you did

Approach outline how you did it

Result describe the outcomes.

Referees

Referees should be contacted for approval prior to being listed in your curriculum vitae / resume. If possible, one referee should be your current or recent supervisor / manager or school.

Provide names, work/school addresses and current contact telephone numbers for each referee.

Only referees that are able to comment on your work experience (preferably against the selection criteria) should be included.

It is recommended that you advise your referees of your application as they may be contacted.

Only photocopies of your qualifications, certificates and the like should be attached to your application – please do NOT send originals.

Applications will not be accepted after the closing date/time.

Hand or Post Denmark Community Resource Centre, PO Box 293, 2 Strickland Street, DENMARK WA 6333
Marked **Confidential Attention: Co-Manager, Trainee Application**

Email manager@denmarkcrc.com.au

Subject title: **Confidential Attention: Manager, Trainee Application**

6. Salary, Employment Conditions & Other Benefits

According to the Social, Community, Home Care and Disability Services Industry Award 2010 (MA00100)