



**HINCHINBROOK**  
**SHIRE COUNCIL**

Applications are hereby invited for the position of:

# **Records & Customer Service Trainee**

## **1 Year Fixed Term Full Time Traineeship**

### **Vacancy Reference: 102512**

**Applications Close: 5.00pm Friday 05 January 2018**

*Please read the "Application Guidelines" to assist you in the preparation of your application*

**Privacy Information:**

Hinchinbrook Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

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## About the Position

<b>Vacancy Reference Number:</b>	102512
<b>Position Title:</b>	Records & Customer Service Trainee
<b>Hours:</b>	72.5 hours per fortnight
<b>Closing Date:</b>	5.00pm Friday 05 January 2018
<b>Employment Status:</b>	1 year fixed term full time traineeship
<b>Award:</b>	Training Wage Award – State 2012
<b>Agreement:</b>	The current Hinchinbrook Shire Council Certified Agreement
<b>Salary:</b>	Wages and conditions in line with Traineeship levels as per Award
<b>Allowances:</b>	Locality
<b>Leave:</b>	Five weeks annual leave Three weeks paid sick leave
<b>Superannuation:</b>	Superannuation of 9.5% with the option of the employee voluntarily contributing 6% and Council contributing 12%.
<b>Applications:</b>	<p><b><u>Please note:</u> Applicants must specifically address the essential and desirable selection criteria within this package to progress to the next stage of recruitment.</b></p> <p><u>Apply via:</u></p> <p><b>Attention: Human Resource Services</b> Hinchinbrook Shire Council PO Box 366 Ingham Qld 4850</p> <p><b>Marked “Confidential”</b></p> <p>Or by:</p> <p><b>Email:</b> <a href="mailto:applications@hinchinbrook.qld.gov.au">applications@hinchinbrook.qld.gov.au</a></p> <p><b>Online:</b> <a href="http://www.hinchinbrook.qld.gov.au">http://www.hinchinbrook.qld.gov.au</a></p>
<b>Position Summary:</b>	The successful incumbent will complete a Certificate III in Record Keeping whilst gaining hands on experience with Council. Under the close direction of the Records & Customer Service Manager and within established procedures, this position provides efficient and effective quality customer service in Administration, Front Reception and Records Management for the Hinchinbrook Shire Council.
<b>Additional Information:</b>	<p>Applicants for this position are advised that criminal history checks and pre-employment medicals will be undertaken prior to an offer of employment being made.</p> <p><i>Please note: people with criminal records are not automatically disqualified from applying for this position. Each application will be considered on its merits.</i></p>
<b>Enquiries:</b>	Human Resource Services (07) 4776 4767.

**Vacancy Reference No.:** 102512

**Position Title:** Records & Customer Service Trainee

Key Selection Criteria

Your application for this position must specifically address each of the key selection criteria listed below. Short listing and selection will be based upon responses to the selection criteria.

**Essential**

1. Eligibility for TAFE Certificate III in Recordkeeping;
2. Demonstrated excellent customer service skills and appropriate grooming suitable for a front office position;
3. Demonstrated sound use of Microsoft Office suite;
4. Proven ability to work co operatively and effectively in a team environment;
5. Demonstrated sound written and oral communication, organisational and interpersonal skills;
6. Proven good time-management and punctuality;
7. Ability to quickly gain knowledge of an organisation's organisational structure and functions of each section for direction of calls and public enquiries;

**Desirable:**

8. Minimum education to Year 10 or equivalent education
9. Previous customer service experience
10. Current Queensland 'C' class driver's licence

<b>Position Title</b>	Records and Customer Service Officer Trainee
<b>Employment Status</b>	Fixed Term 1 year Full Time Traineeship
<b>Hours</b>	72.5 per fortnight
<b>Award</b>	Qld Minimum Wage
<b>Agreement</b>	Hinchinbrook Shire Council Enterprise Agreement 2009
<b>Classification</b>	NA
<b>Department</b>	Corporate Services
<b>Section (if applicable)</b>	Records and Customer Service

### Position Objectives

To complete a Certificate III in Record Keeping whilst gaining experience with Hinchinbrook Shire Council. This Traineeship is an entry level program for people seeking employment in record management.

Under the close direction of the Records & Customer Service Manager and within established procedures, this position provides efficient and effective quality customer service in Administration, Front Reception and Records Management for the Hinchinbrook Shire Council.

### Delegations

Delegations are in accordance with Hinchinbrook Shire Council's Register of Delegations.

### Organisational Relationship

<b>Reports to:</b>	Records and Customer Service Manager
<b>Directly Supervises:</b>	Nil

### Key Responsibilities

<b>Traineeship</b>	<ul style="list-style-type: none"> <li>Ability and commitment to the completion of Certificate III in Recordkeeping.</li> <li>Attend training sessions or supervised workplace activities.</li> <li>Maintaining a record of training such as a training record book.</li> <li>Attend monthly Pastoral Care meetings with Human Resource Services.</li> </ul>
<b>Switchboard</b>	<ul style="list-style-type: none"> <li>Carry out general switchboard duties, which includes answering and transferring phone calls in a timely manner, and accurately recording and forwarding messages either via email or written notes where required .</li> </ul>
<b>Reception</b>	<ul style="list-style-type: none"> <li>Attend to basic queries from the public, visitors and/or ratepayers in relation to a range of Council issues.</li> <li>Direct specific queries to the appropriate officers within Council.</li> </ul>

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<b>Cashiering</b>	<ul style="list-style-type: none"> <li>• Maintain and balance all three floats, bank daily takings and secure monies at end of day as per instructions.</li> <li>• Carry out all receipting for payments received over the front counter.</li> <li>• On a daily basis assist with the coordination the Petty Cash System.</li> <li>• Assist with securing building at end of day.</li> </ul>
<b>General Administration</b>	<ul style="list-style-type: none"> <li>• Provide general administrative services for Corporate Services and Executive support.</li> <li>• Produce basic promotional documents and flyers using the corporate software programs as required by Corporate Services.</li> <li>• Assist with collection of mail from the post office.</li> <li>• Deliver mail to the post office prior to end of day.</li> <li>• Assist with maintain appropriate supplies (i.e. coffee/tea etc) for staff lunch room.</li> <li>• Set up Council Chambers and Hinchinbrook Room for Council meetings as per instructions.</li> <li>• Carry out other general administrative duties as required.</li> </ul>
<b>Bookings</b>	<ul style="list-style-type: none"> <li>• Assist with co-ordination of vehicle, room and banner use and issuing of facility keys.</li> <li>• Book flights and accommodation and register for conferences on behalf of Corporate Services and Executive.</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>• Assist the Records Manager with maintenance of Council's electronic and physical filing systems.</li> <li>• Assist with receiving and distributing of general inwards correspondence.</li> <li>• Assist with management of corporate emails and facsimiles.</li> <li>• Assist with the maintenance of (ECM) and physical filing systems.</li> <li>• Input data into ECM system with high degree of accuracy and speed.</li> <li>• Assist with management of corporate emails and facsimiles.</li> <li>• Assist with daily audits of electronic records.</li> <li>• Create new and maintain existing files.</li> <li>• Provide excellent customer service to internal and telephone enquiries with timely resolution.</li> <li>• Maintain Strong Room Files.</li> <li>• Maintain Confidentiality of Information.</li> <li>• Maintain Security of Information.</li> <li>• Other responsibilities as delegated by Management within the scope of this position.</li> </ul>
<b>Work Health and Safety (WHS)</b>	<p>Responsible for working safely at all time to protect own WHS and that of any other person in the workplace. This will include:</p> <ul style="list-style-type: none"> <li>• Strict adherence to Personal Protective Equipment (PPE) requirements as per the WHS Induction and/or Council requirements.</li> <li>• Abiding by Council WHS Policies, procedures and training at all times.</li> <li>• Complying with instructions given for WHS.</li> <li>• Reporting any personal injury, third party or vehicle incidents or damage to your</li> </ul>

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	<p>supervisor/manager immediately.</p> <ul style="list-style-type: none"> <li>• Not wilfully or recklessly interfering with or misusing anything provided for WHS.</li> <li>• Not wilfully or recklessly placing at risk the WHS of himself/herself or others.</li> <li>• Reporting any WHS concerns and hazards to the Records and Customer Services Manager immediately.</li> </ul>
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### **Knowledge, Skills and Abilities Required**

<b>Essential:</b>	<ol style="list-style-type: none"> <li>1. Eligibility for TAFE Certificate III in Recordkeeping;</li> <li>2. Excellent customer service skills and appropriate grooming suitable for a front office position;</li> <li>3. Sound use of Microsoft Office suite;</li> <li>4. Ability to work co operatively and effectively in a team environment;</li> <li>5. Sound written and oral communication, organisational and interpersonal skills;</li> <li>6. Proven good time-management and punctuality;</li> <li>7. Ability to quickly gain knowledge of an organisation's organisational structure and functions of each section for direction of calls and public enquiries;</li> </ol>
<b>Desirable:</b>	<ol style="list-style-type: none"> <li>8. Previous customer service experience</li> </ol>

### **Education/Qualifications Required**

<b>Essential:</b>	Nil.
<b>Desirable:</b>	<ol style="list-style-type: none"> <li>9. Minimum education to Year 10 or equivalent education.</li> </ol>

### **Licences Required**

<b>Essential:</b>	Nil
<b>Desirable:</b>	<ol style="list-style-type: none"> <li>10. Current Queensland 'C' Driver's Licence</li> </ol>

### **Physical Requirements/Environment of Position**

Office Environment.

### **Organisational Commitment**

#### **Work Health and Safety**

All employees, contractors and volunteers have a duty to comply with WHS Legislation and Council's WHS policies, procedures and lawful instructions or directions given for WHS in the workplace.

#### **General**

All employees must comply with the requirements of Hinchinbrook Shire Council's Code of Conduct and all workplace policies and procedures which are located on the intranet, as amended from time to time.

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Employees must comply with reasonable and lawful directives given in the workplace and must undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

**Position Description Acceptance**

Position descriptions cannot provide a definitive list of duties and responsibilities and as such these will vary from time to time. On an annual basis the employee and Manager should review the position description for currency.

Council expects employees to accept minor variations to the work value of their position. Managers may initiate changes through consultation and agreement with the position holder.

To be signed by the successful applicant upon acceptance

I hereby acknowledge that I have read, understood and agree to be bound by the duties, responsibilities and requirements of my position as outlined in this document.

<b>Occupants Name:</b>		<b>Date:</b>	
<b>Occupants Signature:</b>			

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<b>Vacant Position:</b>		<b>Vacancy Reference No.</b>	
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<b>PERSONAL DETAILS:</b>			
<b>Prefix:</b> (Mr, Mrs, Ms...)		<b>First Name:</b>	
<b>Middle Name/s:</b>		<b>Last Name:</b>	
<b>Preferred Name:</b>		<b>Gender:</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female
<b>Postal Address:</b>			
		<b>Postcode:</b>	
<b>Contact Details:</b>	<b>Mob:</b>	<b>Hm:</b>	<b>Email:</b>
<b>Have you been employed at this Council previously?</b>		<input type="checkbox"/> No <input type="checkbox"/> Yes – dates:	
<b>EMPLOYMENT HISTORY:</b> Council requires at least 5 years history. Can be left blank if included in your resume.			
<b>Most Recent Employer:</b>		<b>Location:</b>	
<b>Start Date:</b>		<b>End Date:</b>	
<b>Position Title:</b>	<b>Leaving Reason:</b>		
<b>Employer:</b>		<b>Location:</b>	
<b>Start Date:</b>		<b>End Date:</b>	
<b>Position Title:</b>	<b>Leaving Reason:</b>		
<b>Employer:</b>		<b>Location:</b>	
<b>Start Date:</b>		<b>End Date:</b>	
<b>Position Title:</b>	<b>Leaving Reason:</b>		
<b>SECONDARY &amp; TERTIARY EDUCATION:</b> Can be left blank if included in your resume. Copies of transcripts will be required in due course			
<b>Name of Education Institution</b>	<b>Complete/Incomplete</b>	<b>Date Completed</b>	<b>Qualification Achieved</b>
<b>LICENCES/TICKETS:</b> Can be left blank if included in your resume. You will be required to present originals if you are offered employment.			
<b>Name of Issuing Authority</b>	<b>Complete/Incomplete</b>	<b>Date Completed</b>	<b>Qualification Achieved</b>





**HINCHINBROOK**  
SHIRE COUNCIL

**FORM**  
**Employment Application**

**WORK RIGHTS:** Immigration legislation requires Council to obtain and retain relevant evidentiary documents for all foreign nationals. Council must also confirm your identity. It is a condition of employment that you provide this information, which will be asked of you upon offer of employment.

**I am:** ☐ **An Australian or New Zealand Citizen.** You will need to provide Australian Birth Certificate, Citizenship Certificate or NZ Passport  
☐ **An Australian Permanent Resident.** You will need to provide your permanent visa and passport.  
☐ **A Foreign National With Working Rights.** You will need to provide your working visa and passport.

**For those on a working visa, please complete the section below:**

<b>Passport Number:</b>		<b>Country of Issue:</b>	
<b>Issue Date:</b>		<b>Expiry Date:</b>	
<b>Type of Visa:</b>		<b>Restrictions:</b>	

**HEALTH:** In order to meet our duty of care toward employees in the workplace we need to minimise the risk of workplace injuries occurring. As part of our recruitment process, we must ascertain your ability to perform the inherent requirements of the job. This ensures that employees are not placed in positions which are highly likely to cause injury or aggravation of existing injuries. It also provides us with the opportunity to consider any necessary workplace adjustments which may need to be made to accommodate any special needs you may have.

**Are there any factors that will affect your ability to perform the inherent requirements of this position?**

We may discuss this information with you. Upon being offered employment you will be required to complete a statutory declaration concerning your health.

☐ **Yes** ☐ **No** **If YES, please provide a brief overview for discussion:**

**Are there any adjustments that would need to be made to the position/workplace to accommodate your needs:**

☐ **Yes** ☐ **No** **If YES, please provide a brief overview below:**

**EMERGENCY CONTACT DETAILS:** You hereby authorise us to contact these persons in the event of an emergency or unauthorised absence affecting you if you are employed by Council. It is your responsibility to advise of us any changes to your emergency contacts.

<b>Contact Name 1:</b>		<b>Telephone:</b>	H		W		M	
<b>Contact Name 2:</b>		<b>Telephone:</b>	H		W		M	

**EMPLOYMENT REFEREES:** We require two recent EMPLOYER references, ideally from your current or past Supervisor/Manager. We will not contact your referees without your express permission.

<b>Name:</b>	1		2	
<b>Position Title:</b>				
<b>Contact Number/s:</b>				
<b>Relationship:</b>				

**ADVERTISEMENT SURVEY DATA: How did you first become aware of this vacancy?**

☐ Herbert River Express ☐ Townsville Bulletin ☐ Council Website ☐ SEEK ☐ Referral ☐ LG Website ☐ Other:

**EMPLOYMENT DECLARATION:**

**I hereby declare that the information contained in this document and resume (if applicable) I have provided is true and correct and is not misleading. I acknowledge that the provision of false information may be sufficient cause for instant dismissal if I am employed by Hinchinbrook Shire Council.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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Form Number: HR\_F\_200 Employment Application Form

Authorised By: Strategic Management Team

Document Maintained By: Human Resources

Version No: 2.0

Initial Date of Adoption: 2009

Current Version Adopted: 3 November 2010

## **PRIVACY AND APPLICATION FOR EMPLOYMENT**

The information collected on this form will be used by Hinchinbrook Shire Council ["Council"] in accordance with the processing and assessment of your application. Your personal details will not be disclosed for a purpose outside of Council protocol, except where required by legislation (including the Information Privacy Act 2009), as required by Federal or State Government or as outlined below. This information may be stored in Council payroll and human resources databases. The information collected will be retained as required by the Public Records Act 2002.

In this statement, "Information" means all of the information about you which is provided by you pursuant to or in relation to this application and also the details of your health, and any information provided by you or by any other person about you during the course of, or in relation to, this application for employment with Council.

**1. I understand and agree that:**

- (a) If any information provided by me is found to be false, or if I am found to have deliberately misrepresented or omitted any relevant information, Council may refuse to employ or engage me, or if I am already employed or engaged, may terminate my employment or engagement immediately and without notice or payment in lieu of notice.
- (b) Where my employment or engagement with Council is subject to passing a pre-employment health assessment or other medical or related test, I authorise the medical practitioner or other person nominated by or on behalf of Council to pass complete details of the examination to Council, who may use the information in relation to assessing my application, and if I am employed or engaged, for any purpose relating to my employment or engagement.
- (c) An offer of employment is not deemed valid unless formally made in writing by an authorised officer of Council and signed by me as an indication of my acceptance of the offer and conditions set out therein.
- (d) If I am employed in any capacity other than casual, my employment will be subject to a probationary period.

**2. I agree that if my application for employment is accepted, the terms and conditions of my employment or engagement will be regulated by:**

- (a) Any term of employment or engagement which I sign; and
- (b) The provisions of any certified Enterprise Agreement or industrial award applicable to employment.

**3. I consent to:**

- (a) the provision, collection and use of the Information by Council for the purpose of considering me for employment or engagement; and
- (b) Council retaining the Information on its files in the event that this application is unsuccessful for a period of 12 months for the purpose of considering me for future employment opportunities (during the first three months), and as required under the General Retention and Disposal Schedule for Administrative Records;
- (c) Council disclosing the Information to a third party for example a medical practitioner, referee, recruitment agency, insurer, legal representative or other person for purposes relating to assessment of my application for employment or engagement; and to that third party collecting, using and disclosing the Information for purposes relating to my assessment; and
- (d) Council obtaining information from the referees listed in this application or in my resume, but only when I agree to provide express permission to contact them, for the purposes of considering my application.
- (e) Council obtaining, for Foreign Nationals, information from the Department of Immigration & Citizenship to verify my eligibility to work in Australia.

**4. I acknowledge that:**

- (a) Information collected by recruitment agencies will be provided to Council for the purpose of considering me for employment opportunities with Council; and in my capacity as an applicant I may apply to access the Information, including correcting or updating the Information by contacting the Information Privacy Officer at Council.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Authorised By: Strategic Management Team

Document Maintained By: Human Resources

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