

Employee Name:	Date PD Issued:
Position: Customer Service Officer Trainee completing Certificate III Business	
Branch: Canterbury	Supervisor: Maggie Stamoulis
Branch Address: 145 Maling Rd, Canterbury VIC 3126	
Westvic Staffing Solutions Apprentice/Trainee Consultant: Murray Fielding	
<p>Duties of Position:</p> <p>Trainee Customer Service Officers will learn to undertake a range of functions to contribute to the smooth operation of the day to day running of the Branch.</p>	
<p>Tasks Involved:</p> <ul style="list-style-type: none"> • Strong level of customer service skills • An ability to confidently talk to customers face to face or over the telephone • Identify customers' needs and help them reach their goals by offering relevant banking solutions • Deliver core banking services • Selling products and services directly to consumers • Completing standard bank transactions, as well as common product and services. • Mastering basic math • Working with various types of technology and software • Support the Branch's execution of strategies to grow loans and deposits • Actively promote the Banks products and services in the marketplace and have an involvement in the local community • From time to time attending a community event outside of regular business hours may be required • Attend community functions outside of work hours (no more than 2 per year) 	
<p>Work Conditions:</p> <p>Bank employees work in a branch network, where customers are mainly local businesses and individuals.</p>	
<p>Personal Requirements:</p> <ul style="list-style-type: none"> • Aptitude for figures • Well organised • Able to work as part of a team • Able to meet deadlines • Good communication skills • Able to work accurately and neatly • Well presented 	
<p>Key Selection Criteria:</p> <ul style="list-style-type: none"> • Be well presented • Have experience working in a customer service-related field (preferred but not essential) • Possess a positive and professional attitude in dealing with a broad range of clients • Have good verbal and communication skills • Experience contributing to a team environment • Basic Microsoft Office knowledge 	
Qualifications and licenses Required:	

- Obtain a National Police check

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.
- Must be double Vaccinated against Covid.

Additional Information:

- **CSO trainee may be required to work across all the Bendigo Bank Canterbury Group branches (Canterbury, Ashburton, Surrey Hills & Balwyn) on occasions.**
- **Hours Per Week : 38**
- **Days per Week:** Monday to Friday – 8.30am to 5pm
- **Award:** Agreement: National Training Wage
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: \$ TBC**

Copy to: Employee Host Employer Main File

Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____