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| **Employee Name**: TBC | **Date PD Issued:** May 2023 |
| **Position:** Customer Service Officer Trainee completing Certificate III Business | |
| **Branches:** Malvern East /Wantirna | **Supervisor:** Ruth Hall |
| **Branch Address:** 268 Waverley Rd, Malvern East VIC 3145 | |
| **Westvic Staffing Solutions Apprentice/Trainee Consultant:** Murray Fielding | |
| **Duties of Position:**  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. | |
| **Tasks Involved:**   * 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) | |
| **Work Conditions:**  Bank employees work in a branch network, where customers are mainly local businesses and individuals. | |
| **Personal Requirements:**   * 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 | |
| **Key Selection Criteria:**   * 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 * Driver licence and car essential | |
| **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:**   * **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 * **Combined role across Malvern East & Wantirna branches** | |
| **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_