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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)
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| **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
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| **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
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| **Qualifications and licenses Required:*** Obtain a National Police check
* Driver licence and car essential
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| **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.
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| **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**
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| **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_