

## Customer Service Officer Trainee

<b>Position Description – Customer Service Officer Trainee</b>	
<b>Purpose</b>	
Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.	
<b>Employee Name:</b>	<b>Date PD Issued:</b>
<b>Position: Customer Service Officer Trainee completing Certificate III Business</b>	
<b>Branch:</b>	<b>Supervisor:</b>
<b>Branch Address:</b>	
<b>Westvic Staffing Solutions Apprentice/Trainee Consultant:</b>	
<b>Duties of Position:</b>	
Trainee Customer Advisors will learn to undertake a range of functions to contribute to the smooth operation of the day to day running of the Branch.	
<b>Tasks Involved:</b>	
<ul style="list-style-type: none"> <li>• Strong level of customer service skills</li> <li>• An ability to confidently talk to customers face to face or over the telephone</li> <li>• Identify customers' needs and help them reach their goals by offering relevant banking solutions</li> <li>• Deliver core banking services</li> <li>• Selling products and services directly to consumers</li> <li>• Completing standard bank transactions, as well as common product and services.</li> <li>• Mastering basic math</li> <li>• Working with various types of technology and software</li> <li>• Support the Branch's execution of strategies to grow loans and deposits</li> <li>• Actively promote the Banks products and services in the marketplace and have an involvement in the local community</li> </ul>	
<b>Work Conditions:</b>	
Bank employees work in a branch network, where customers are mainly local businesses and individuals.	
<b>Personal Requirements:</b>	
<ul style="list-style-type: none"> <li>• Aptitude for figures</li> <li>• Well organised</li> <li>• Able to work as part of a team</li> <li>• Able to meet deadlines</li> <li>• Good communication skills</li> <li>• Able to work accurately and neatly</li> <li>• Well presented</li> </ul>	
<b>Key Selection Criteria:</b>	
<ul style="list-style-type: none"> <li>• Be well presented</li> <li>• Have experience working in a customer service-related field (preferred but not essential)</li> <li>• Possess a positive and professional attitude in dealing with a broad range of clients</li> <li>• Have good verbal and communication skills</li> <li>• Experience contributing to a team environment</li> <li>• Basic Microsoft Office knowledge</li> </ul>	

**Qualifications and licenses Required:**

- Drivers licence
- 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 with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.

**Additional Information:**

- **Hours Per Week :38**
- **Days per Week: Monday to Friday – 8.45 to 5.15pm**
- **Award / Agreement:**
- **Superannuation: 11.50%**
- **Commencement Hourly Rate: National Training Wage**

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: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/20

**HOST EMPLOYER:**

Host Employer Name: \_\_\_\_\_

Host Employer Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/20

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name: \_\_\_\_\_

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/20