

## Customer Service Officer Trainee

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**Westvic Staffing Solutions** Apprenticeship Employment Network Operations originated in 1984 as a not for profit, community-based company and has since evolved as a leading regional provider of employment and training services throughout Victoria.

Our services are professionally delivered by dedicated staff, committed to:

- Delivering quality employment and training services to the community
- Increasing the trade and vocational training and employment capacity of the South West Region
- Providing a bridge between school and employment

### **What is Apprenticeship Employment Network?**

Apprenticeship Employment Network is an arrangement whereby Westvic Staffing Solutions employs Australian Apprentices (Apprentices and Trainees) and hires them to other businesses called host employers, while they are undertaking their training.

It is a unique form of labour contract in which in which Westvic Staffing Solutions (the employer) provides no work directly but does so through leasing the Apprentice / Trainee to one or more host employers.

Westvic Staffing Solutions acts as the primary employer and:

- Carefully selects the Australian Apprentice
- Manages the Training
- Takes responsibility for all administration connected with wages, allowances, superannuation, and workers compensation, personal / annual leave and other employment benefits.
- Rotates the Australian Apprentice from business to business, where necessary to ensure that each Australian Apprentice receives a broad range of training and experience.

Australian Apprentices employed by Westvic Staffing Solutions have the security of continuing employment throughout the training period and support from their Apprentice/Trainee Consultant.

### **What is an Australian Apprenticeship / Traineeship?**

The Australian Apprenticeship scheme encompasses all Apprenticeships and Traineeships. They combine time at work with training and can be full time, part time or school based. Australian Apprenticeships are the best way to combine training and employment and lead to a nationally recognised qualification from certificate 2 level through to a diploma. Training can be in the form of “off the job” at a Registered Training Organisation (RTO) or delivered in the workplace.

### **What is a Training Agreement?**

Australian Apprenticeships / Traineeships operate on the basis of a formal Training Agreement between the employer (Westvic Staffing Solutions) and the Australian Apprentice / Trainee and explain the Apprentices / Trainees obligations to the employer and the employer’s obligations to the Apprentice / Trainee.

Training agreements are registered with the Victorian Registrations and Qualifications Authority (VRQA) via an Australian Apprenticeship Support Network.

## Position Description – Customer Service Officer Trainee

### Purpose

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.

**Employee Name:** TBC

**Date PD Issued:** 8/7/2022

**Position:** Customer Service Officer Trainee completing Certificate III Business

**Branch:** Colac

**Supervisor:** Ken Black

**Branch Address:** 31 Bromfield St Colac

**Westvic Staffing Solutions Apprentice/Trainee Consultant:** Andrew Hill 0409 605 678

### Duties of Position:

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.

### 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 market place and have an involvement in the local community

### 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

**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: National Training Wage**
- **Superannuation: Yes**
- **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