

Position Description:

Customer & Visitor Experience Trainee

Classification:
Trainee

Status (FTE):
Fixed Term (1.0)

Division:
Innovation & Engagement

Occupant: **Vacant**

Date: **January 2025**

Bass Coast

At Bass Coast Shire Council, we believe that the "environment is our economy" and that creativity and culture are essential in shaping our future. We invest in our people and seek talented individuals who want to make a positive impact in our community, excel in their careers, and live by our 'EPIIC' values: Excellence, Passion, Imagination, Integrity, and Courage.

About the Role

In this position, you will have the opportunity to be part of a team that has a key focus on providing outstanding service and enhancing the experience of our customers and visitors.

It includes playing your part in combating climate change by supporting individuals, community groups, businesses and Council to achieve the objective of zero net emissions over the next 10 years and to ensure a climate resilient community.

You will achieve this by utilising the organisations key principles of:

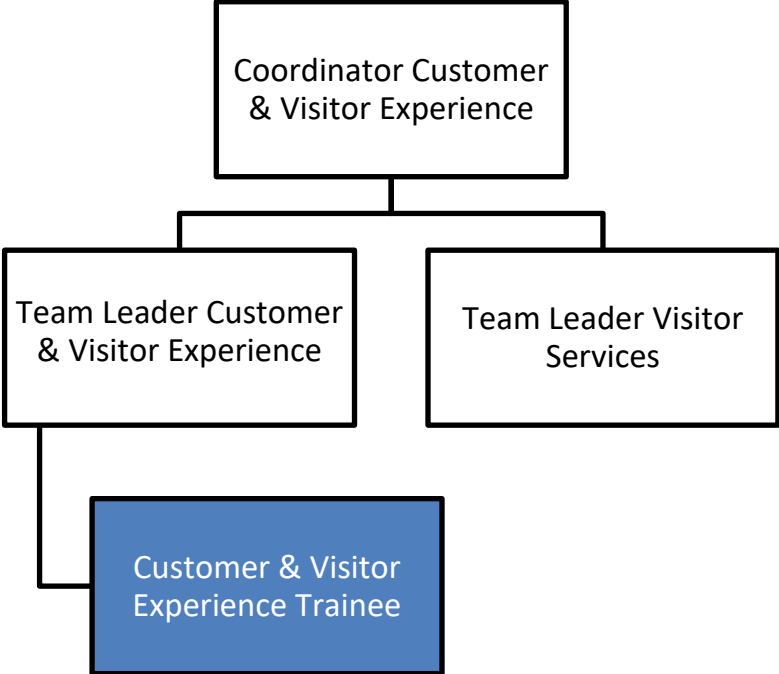
- We deliver
- Placing the customer at the centre of everything we do and,
- Being a part of something bigger



KEY RESPONSIBILITY AREAS

- Successful completion of all necessary modules of the Certificate III in Business Administration and practical work in accordance with the requirements of the Traineeship.
- Undertake specific projects and tasks related to the Traineeship which will be assigned throughout the program.
- Provide frontline customer and visitor service, information, and assistance to the general and visiting public on a range of matters.
- With support as required, process and action customer requests through the online Request Management System.
- Perform receipting duties, and under supervision, perform reconciliation with revenue receipts and banking each day as required, following guidelines and banking procedures.
- Answering and responding to telephone enquiries through the organisations telephone system with a focus of 'customer at centre' and in accordance with organisational standards and processes.
- Ability to travel across multiple locations.
- Active commitment to our EPIIC values, Excellence, Passion, Imagination, Integrity, and Courage.
- Other duties as directed within the skills and abilities of a position at this level.

ORGANISATIONAL RELATIONSHIPS



CHILD SAFETY COMMITMENT

All employees are accountable for upholding Council’s commitment to the safety and wellbeing of children.

We support and respect all children, as well as our staff, contractors, and volunteers. Our organisation is committed to preventing child abuse by identifying risks early and intervening to address these risks. We are committed to the safety of all children, particularly those from diverse backgrounds, including Aboriginal and Torres Strait Islander children, children who are culturally and linguistically diverse, and those with varying needs and/or disabilities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

While being accountable for the quality, cost and timeliness of work carried out, this is done in accordance with specific guidelines provided and under general supervision. May contribute to emergency management activities when required and directed by the General Manager.

COMPETENCIES

Judgement and Decision Making

Work procedures will be well understood, clearly documented and readily available. Guidance and advice is always available.

Specialist Skills and Knowledge

May require an understanding of the team and departments fit within the organisation, including relevant policies and procedures.

Management Skills

Outcomes are achieved by managing time, planning and organising own work.

Interpersonal Skills

Relate to others using effective communication tools in resolving minor problems.

Qualifications and Experience

Secondary education with relevant on-the-job training or experience.

PERFORMANCE CRITERIA

Performance criteria will be developed within the first three months of appointment, recorded and reviewed in accordance with Council's Performance Development Policy and Framework.

KEY SELECTION CRITERIA

Selection will be based on the following key selection criteria; with reference also made to other skills, knowledge and attributes as required in the position description.

- Ability to complete a TAFE level Certificate III in Business Administration.
- Enthusiasm for self-development and desire to use this opportunity to enhance career prospects.
- Attention to detail.
- Computer literacy.
- Written communication skills.
- Verbal communication and interpersonal skills.
- Completion of Year 12 (VCE) or equivalent.

PRE-EMPLOYMENT CHECKS

Applicants will be required to undergo pre-employment checks including but not limited to a Police Records Check, a Medical Check and a Working with Children check.

Position Description – Customer & Visitor Experience 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: January 2025

Position: Customer & Visitor Experience Trainee

Host Employer: Bass Coast Shire Council

Supervisor: TBC

Host Employer Address: 76 McBride Avenue WONTHAGGI Vic 3995

Westvic Staffing Solutions Field Officer: Katherine Cousins

Refer to Bass Coast Shire Council attachment

- **Key Responsibility Areas**
- **Key Selection Criteria**
- **Competencies**
- **Organisational Relationships**
- **Accountability and extent of authority**
- **Pre-Employment Checks**

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Cooperate 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 is 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

Additional Information:

- **Hours Per Week:** 38
- **Days per Week:** Monday- Friday
- **Award / Agreement:** National Training Wage Level A / Bass Coast Shire Council EA
- **Superannuation:** 11.5%
- **Commencement Hourly Rate:** TBC

Copy to: Employee

Host Employer

Main File