

Customer Service Officer Trainee

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: 28/10/2022
Position: Customer Service Officer Trainee – Completing Cert III Business	
Branch: Bendigo Bank – Port Fairy & District Community Branch	Supervisor: Hollie Ciurleo
Branch Address: 104 Liebig Street, Warrnambool Vic 3280	
Westvic Staffing Solutions Apprentice/Trainee Consultant: Jacob Rhodes	
Duties of Position: Trainee Customer Service Officer 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: <ul style="list-style-type: none"> • 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 	
Work Conditions: Bank employees work in a branch network, where customers are mainly local businesses and individuals.	
Personal Requirements: <ul style="list-style-type: none"> • 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 	
Qualifications and licenses Required: <ul style="list-style-type: none"> • 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 within the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information:

- **Hours Per Week:** 38
- **Days per Week:** Monday to Friday
- **Award / Agreement:** National Training Wage Level A
- **Superannuation:** 10.5%
- **Commencement Hourly Rate:** As per 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: _____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____