



Information Package

For the position of

Moora CRC Trainee 2023

Applications close 5 pm, Monday 20th February 2023

Moora CRC: 65 Padbury St, Moora WA 6510

Ph: 9653 1053, E: moora@crc.net.au FB: @MooraCRC

INSTA: @MooraCRC



1. Introduction

The Moora Community Resource Centre is advertising a Trainee position. The successful applicant will work 5 days a week within the organisation for the 12 month duration of the traineeship.

The following Position Description is generic, as it will be dependent upon the position the successful Trainee secures as to the exact nature of the duties to be performed within the team.

The position involves on the job training in a supportive environment. Tasks are varied, including a wide range of administrative, secretarial, community, information services events and tourism and information services, while working towards a certificate 3 in Business.

Applicants need only submit one application and CV. If selected, you may be invited to attend an interview, with the Panel from the Moora CRC Committee and CRC Manager.

2. Advertisement

The Moora Community Resource Centre is seeking a friendly, community minded, enthusiastic person to engage in a 12 month, on the job traineeship, completing a Certificate 3 in business.

The successful applicant will possess good personal and communication skills, along with a general understanding of computers and computer programs. As we are also the Visitor Information Centre, knowledge of the local area and town, or an interest in tourism would be beneficial.

This position would ideally commence in February 2023, however start date may be negotiated with the suitable candidate.

A written application in the form of a letter of introduction, statement addressing the selection criteria and an up to date CV, (with 2 referees) must be submitted to:

Email: moora@crc.net.au, Subject: "Traineeship Application" in Microsoft Word or PDF.

Applications close **5 pm Monday, 20th February 2023.**

Please note: Late applications will not be accepted.

3. Applicant information

Thank you for your interest in the position at the Moora Community Resource Centre. To assist you with your application, please read the following information.

Equal Employment Opportunity

The Moora Community Resource Centre is an equal opportunity employer. All applicants will be assessed against the criteria included in the position description. A selection panel will assess the applications, with selection based on merit for the position and skills / attributes of candidates.

What to include:

1. A brief introductory covering letter - this may be the first time the interview panel has met you.
2. A copy of your current resume or CV, including any licences & 2 current referees. (1-3 pages max)
3. A statement addressing the selection criteria - a short paragraph addressing each of the dot points below, focus on how you can demonstrate skills, experience or ability for each dot point listed.

ONLY emailed applications will be accepted to moora@crc.net.au and must be received by 5 pm, Monday 20th Feb 2023.

If you require any further information, please call the manager, Nicole on 9653 1053.

4. Position Description

- Position Title:** Moora Community Resource Centre Trainee.
- Salary:** Per the Federal Government's Social, Community, Home Care and Disability Services Industry Award 2010, depending upon age and experience, (traineeship rate).
- Tenure of Employment:** 12 Months, 5 days / week approx. 35 hours per week. (General hours are 8 45am to 4pm Monday to Friday, some out of hours work may be required for special events or activities, during peak periods or as directed by the Manager and/or MCRC management committee.
- Organisation:** Moora Community Resource Centre Inc.
- Responsible to:** Manager, Moora CRC

Position Objective:

- To receive on and off the job training to satisfy the objectives and requirements of a Certificate 3 in Business, through Central Regional Tafe, Moora Campus.
- To provide assistance, (under supervision), to the public in the performance of a variety of duties and events at the Moora Community Resource Centre as directed per this description.
- Work with Moora CRC staff, volunteers and committee in a team environment
- To provide efficient customer service to visitors and local clients.

Duties of the Position

(The extent of involvement in the following duties will be dependent upon skills obtained and displayed through on and off the job training) – including, but limited to:

- Complete training in Certificate II, III or IV, in Business, (through Central Regional Tafe, Moora Campus), with some study undertaken at Tafe and some at the work place.
- Assist customers with "in person" front counter enquiries and answering phones
- Assist tourists with information, including accommodation, attractions, maps and brochures
- Assist the Manager to initiate, administer and coordinate projects, or grants undertaken by the Moora Community Resource Centre
- Assist the Manager, Moora CRC Committee and staff / volunteers to initiate, plan, organise and coordinate any community events or activities undertaken by the Moora Community Resource Centre, (as directed)
- Maintain tidiness and cleanliness of the Community Resource Centre at all times
- Help ensure a high level of professionalism in the Centre at all times
- Assist in the day to day operations of MCRC including customer service & community events
- Help in the delivery of services to and within the community and work with a number of different community groups
- Adhere to other directives such as from State / Federal Governments / Apprenti - centre, RTO
- Undertake any other tasks as directed by the Manager, Administrative Officer, Project Officer and / or Management Committee / volunteers of the Moora Community Resource Centre.

Requirements of the Applicant

- Commitment to undertake on and off the job training over the duration of the Traineeship
- Interpersonal / Communication / Customer service skills
- Keyboard and computer skills
- Be available for Moora CRC activities as directed, some out of hours work may be required
- Able to contribute as part of a team
- Friendly, flexible and reliable
- Willingness to learn and share your skills and knowledge
- Commitment to completion of a Cert 3 in Business through Central Regional Tafe



Applicants MUST address the selection criteria below to be considered for the position. A typed resume with a least 2 current referees must also be submitted.

Selection Criteria

Essential

- Ability to work in a team environment.
- Demonstrate problem solving skills.
- Good verbal and written communication skills.
- Ability and willingness to learn new things.
- Knowledge and skills in the use of computers, (Microsoft office), the internet and social media.
- Completion of Year 10 secondary schooling.

Desired, but not necessary

- Previous cash handling experience
- Previous customer service & phone experience
- Current "C" class drivers licence

Duration of Traineeship

- The Traineeship is for a period of 12 months. Once the traineeship is signed off, the employer is not obliged to keep the Trainee on as an employee. There is a three (3) month probationary period, and the trainee will be reviewed, periodically, during the employment period. In extenuating circumstances, consideration may be given to an extension of the training contract in consultation with the National Apprenti-Centre, Moora CRC Committee, / Manager and the RTO requirements.

End of Traineeship Qualification

- At the end of the 12 month Traineeship, the Trainee will receive a nationally recognised qualification issued under the Industry Training Council. The level of the certificate will be dependent upon the studies undertaken by the successful applicant.

Post Traineeship opportunities

- Working in community centres is varied, sometimes challenging, but always rewarding. There are more than 100 CRCs in WA, which from time to time may be looking for additional staff. Trainees have gone on to careers in tourism, administration, Government services, event management, IT, marketing, community development, business administration, reception, sales, visitor servicing, Shire Councils, local businesses and many more. The Certificate is recognised in other states of Australia.

5. Other Benefits

Tuition Fees

Tuition fees & books for this Traineeship and any additional relevant training will be paid by the Moora Community Resource Centre. The cost of these fees, books and any other costs incurred by MCRC will be reimbursed by the trainee if the trainee does not successfully complete the subject, unit/s and/or training. Other relevant training such as First Aid may be offered and paid for by the Moora CRC.

Uniform

The Trainee will be provided with a MCRC uniform shirt and name badge to be worn at the workplace.

Other

The Moora CRC Manager looks forward to receiving your application by COB 20/2/23. Should you have any further queries, please contact Nicole on 96531053 or email moora@crc.net.au Thank you.