

## Information Package

For the position of

# Moora CRC Trainee

**Applications close 4pm, Wednesday 26<sup>th</sup> January 2022**

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### 1. Introduction

The Moora Community Resource Centre is advertising a Trainee position. The successful applicant shall 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 in the team.

Salary and other benefits are specific to the place of employment and are outlined separately in the Position Description.

Applicants need only submit one application and CV and if selected, attend an interview.

### 2. Advertisement

The Moora Community Resource Centre is seeking a friendly, enthusiastic person to engage in a 12 month, on the job, traineeship, relevant to the organisation.

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

This position would ideally commence in February 2022, however start date may be negotiated with the suitable candidate.

A written application in the form of a letter of introduction, with an idea of which certificate you would like to study, selection criteria and an up to date CV, (with 2 referees) must be submitted to:

- Email: [moora@crc.net.au](mailto:moora@crc.net.au), Subject: "Traineeship Application" in Microsoft Word or PDF.  
Applications close **4pm, Wednesday, 26<sup>th</sup> January 2022**

### 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 including the traineeship and level you would like to study
2. A copy of your current resume or CV, including any licences held
3. A statement addressing the selection criteria - a short paragraph addressing each of the dot points

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4. Details of at least two referees who can speak about your work or school life or who know you personally and can describe your personality and work ethic.

**Resume/CV:** You should attach a copy of your current resume, listing academic and/or professional training / memberships and your relevant employment experience. This experience should list the main responsibilities of your current / previous employment, (in the past 3 years max of 2 pages).

**Referees :** You should include the names and contact details of at least **two** referees who can provide information on your work performance. At least one of the referees should be your current or last supervisor or teacher.

**Presentation of Application:**

Provide **one** copy of your application. **Email applications only accepted.**

Please submit your application to the Manager, Moora CRC, marked, "Trainee Application". Email [moora@crc.net.au](mailto:moora@crc.net.au) By 4pm, Wednesday 26<sup>th</sup> January 2022.

## 4. Position Description

<b>Position Title:</b>	Moora Community Resource Centre Trainee.
<b>Salary:</b>	Per the Federal Government's Social, Community, Home Care and Disability Services Industry Award 2010, depending upon age and experience, (traineeship rate).
<b>Tenure of Employment:</b>	12 Months, 5 days / week approx. 35 hours per week
<b>Organisation:</b>	Moora Community Resource Centre Inc.
<b>Responsible to:</b>	Manager Moora CRC

**Position Objective:**

- To receive on and off the job training to satisfy the objectives and requirements of a Business, Tourism / events, community services or ICT Traineeship under the Industry Training Council.
- To provide assistance, under supervision, to officers and the public in the performance of a variety of duties carried out at the Moora Community Resource Centre.
- 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 components of Certificate II, III or IV, in a qualification relevant the organisation, for example Business, Tourism / events, community services, graphic design or ICT Traineeship under the Industry Training Council, section B of the training guidelines.
- Assist customers with "in person" front counter enquiries and answering phones
- Assist tourists with information on Moora 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 to initiate, plan, organise and coordinate any events or activities undertaken by the Moora Community Resource Centre
- Maintain tidiness and cleanliness of the Community Resource Centre at all times
- Help ensure a high level of professionalism in Centre at all times

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- Assist in the day to day operations of MCRC including customer service
- Help in the delivery of services to the community and
- Assist Moora CRC volunteers / committee.
- 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 required
- Willingness to learn and contribute as part of a team

**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.
- Competence in the use of the Microsoft Office Suite
- Competence in the use of the internet and / or website / social media.
- Completion of Year 10 secondary schooling.

#### **Desired**

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

### **Duration of Traineeship**

• The Traineeship is for a period of 12 months only. After that time the employer is not obliged to keep the Trainee on as an employee. There is a three (3) month probationary period for this position, and will be informally reviewed for the duration. The traineeship is also subject to other requirements such as the National Appreci-Centre and RTO requirements.

## **5. Salary and Other Benefits**

**Salary -** Per the Federal Government's SCHADS Award 2010, depending upon age and experience.

### **Payment of Salary**

Salary is paid fortnightly by direct bank lodgement to the bank account of choice. It is the trainee's responsibility to keep bank details for payroll up-to-date and submit a fortnightly timesheet.

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### **Superannuation**

A percentage of the Trainee's earnings will be contributed to a superannuation scheme under the requirements of the National Superannuation Guarantee Legislation. Currently 10% of earnings PA.

### **Sick Leave**

The Trainee is entitled to a total of 10 days sick leave, (accrual and prorata) during the 12 month Traineeship. The manager must be notified of any absences from work due to illness.

### **Annual Leave**

The Trainee is entitled to a total of 20 days annual leave, (prorata), on an accrual basis during the Traineeship.

### **Uniform**

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

### **Confidentiality**

All Moora CRC Staff and committee are committed to customer service and client confidentiality. All staff and committee must sign a confidentiality agreement, code of ethics and undergo a National Police Clearance and obtain a Working with Children card.

### **Covid 19 Vaccination**

All Moora CRC Staff, volunteers and committee are committed to ensuring a safe workplace. As of 1/1/22, the employment is subject to the employee showing evidence of "full Vaccination against Covid- 19" as defined in the WA Governments Covid 19 Mandate 2021.

**Hours of work** - Minimum of 32.5 hours per week, Monday to Thursday 8.45 am to 4 pm, Friday 8 .45 am to 3 pm, (opening for longer hours during peak season). 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. This is dependent on ongoing funding and may be reviewed.

### **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.

### **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.

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