

Information Package

For the position of

Moora CRC Trainee

Applications close 4pm, Monday 13th January 2020

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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.

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

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.

2. Advertisement

Moora CRC is seeking a friendly, enthusiastic person for a 12 month, traineeship as part of our team. This is an opportunity to gain a qualification while you work at our Centre.

We require people who:

- Are able to work in a team and follow directions
- Have good communication and personal skills
- Can demonstrate basic computer skills
- Are keen to learn and develop new skills and
- Have completed year 10 or higher

As a trainee, duties will include, (as required)

- Customer service
- General administration / reception duties
- Learning and using project and event management skills
- Use a range of office equipment, software and technology and
- Work in a team and contribute ideas.

There are a number of course options available for study.

Applications close 4 pm Monday, 13th January 2020.

If you are interested in the position, please download an application package from the Moora Community Resource Centre website: moora.crc.net.au .

Written applications stating preferred traineeship, with an up to date CV and references to:

“Private and Confidential”

Manager Moora CRC

PO Box 384, Moora, WA, 6510, or

email to moora@crc.net.au, subject Traineeship Moora CRC.

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The Moora Community Resource Centre is seeking a friendly, enthusiastic person to engage in a 12 month, on the job, traineeship in **Certificate II or III in Business, (or Business Administration), Tourism, Events Management or Digital Media and Technology.**

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 January 2020, however start date may be negotiated with the suitable candidate.

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

“Private and Confidential” Manager Moora CRC:

- Post: PO Box 384, Moora, WA, 6510, in a sealed envelope marked, Private and confidential, “Traineeship Application”
- Email: moora@crc.net.au, Subject: “Traineeship Application” in Microsoft Word or PDF.

Applications close 4pm, Monday, 13th January 2020

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
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).

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. **Do not** present your application in a plastic folder. Stapled in the corner is sufficient. Please **do not submit originals of documents. Email applications accepted.**

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Please submit your application to the Manager, Moora CRC, marked Private and Confidential, "Trainee Application". Email moora@crc.net.au By 4pm, Monday 13th January 2020.

Commencement - The successful applicant would ideally commence in January 2020, however an alternative start date may be negotiated with the successful candidate.

3. 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.
Tenure of Employment:	12 Months, 5 days / week approx. 35 hours per week
Organisation:	Moora Community Resource Centre Inc.
Responsible to:	Coordinator / Manager

Position Objective:

- To receive on and off the job training to satisfy the objectives and requirements of a Business, Tourism 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 component of Certificate II or Certificate III in Business, Tourism or Digital Media and Technology
- Assist customers with "in person" front counter enquiries and answering phones
- Assist tourists with information on Moora including accommodation needs, attractions, maps and brochures
- Assist the Coordinator to initiate, administer and coordinate any projects undertaken by the Moora Community Resource Centre
- Assist the Coordinator 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 the Community Resource Centre
- 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.
- Undertake any other tasks as directed by the Administrative Assistant, Coordinator / Manager and / or Management Committee 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
- Willingness to learn and contribute as part of a team

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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.

6. Salary and Other Benefits

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

Hours of work - Minimum of 31.5 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.

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.

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 9.5% of earnings PA.

Sick Leave

The Trainee is entitled to a total of 10 days sick leave, (accrual and prorate) 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, (prorate), 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.

Confidentiality

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

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 paid for by the Moora CRC.

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