

Maya Anderson – Selection Criteria Trainee Customer Service Officer

Completion of Year 10

I completed Year 12 at Broome SHS in 2017 and achieved the WACE. I completed courses in English, Maths, Integrated Science, Outdoor Education, Geography and a Certificate II in Business.

A genuine interest in completing a traineeship in customer service within local government

I am keen to complete a traineeship in customer service within local government as I see it as an excellent foundation for a career in local government. My goal is to work with planning in the area of conservation and land management. Beginning in a customer service role will allow me to become familiar with much of the council's work across the various departments. It will also give me great insight into what is important to customers.

Demonstrated experience in using Microsoft applications including Microsoft Word and Microsoft Excel at a basic level

As a volunteer at Wildlife Rescue I am responsible for maintaining the volunteer database using Microsoft Excel. I draft content for the volunteer pages of the website, using Microsoft Word. I am competent with the basic functions of these programs. I am also a proficient user of Microsoft Outlook.

Sound interpersonal, written and verbal communication skills

I possess strong communication skills which I have developed over the course of my studies and working history.

I demonstrated these skills while studying a Certificate II in Business.

I was group leader for a research assignment focusing on 'Retail trends and young people', which we presented to our tutorial group.

The team required a high level of interpersonal communication to define our assignment topic and divide the research and writing tasks between us. As group leader, I negotiated an even split of the workload and ensured each person was assigned tasks they felt comfortable undertaking. I then created a simple, easy-to-read timeline for completion of tasks for the team. I collected each member's input and wrote and edited the final report. I collaborated with the team and we created a presentation summarising our key findings, which we then delivered to our tutorial group.

We were awarded a distinction for our assignment. Our teacher commended us on the high standard of both the presentation and handouts. The skills I gained through this exercise have prepared me well for workplace requirements.

Sound numeracy and literacy skills, with knowledge of cash handling

Working as a customer service officer at a large supermarket for the past three years has developed my numeracy, literacy and cash handling skills to a high level. When dealing with customers in a fast-paced environment these skills are essential. Various aspects of my ongoing job training are also delivered online, requiring me to combine these skills to successfully complete the training.

For example, a recent update to the product scanning technology involved both literacy and numeracy skills. It required me to:

- read a print introduction and follow it to register for an online training module
- complete the online training module, including verifying that pricing updates were being accurately transferred through the checkout system
- participate in learning scenarios in store using the new technology
- complete a post-training evaluation of my performance and the effectiveness of the training.

I successfully completed the training and will soon be using it on the job.