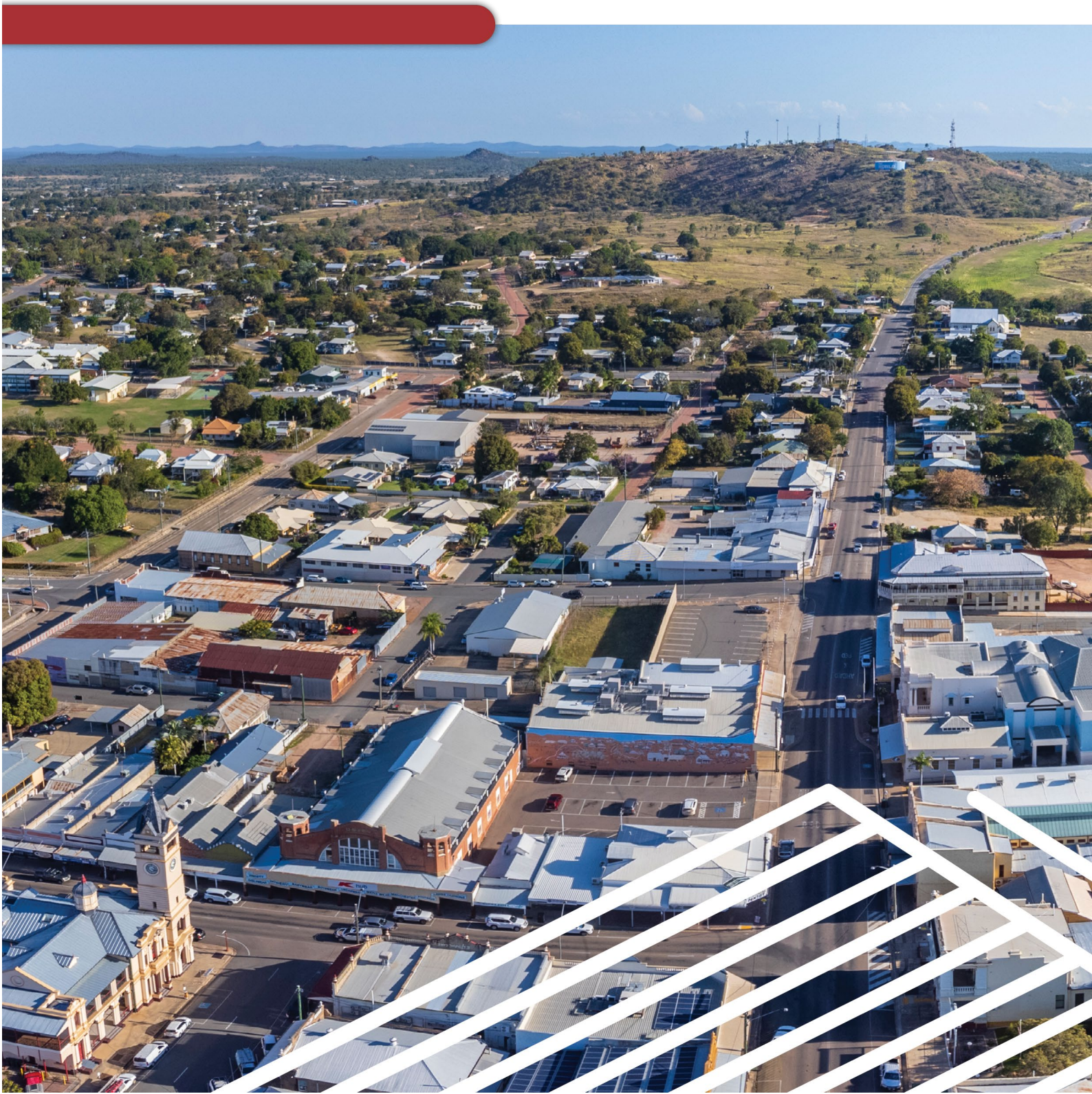


# Application Information Kit





## Message from the CEO

Charters Towers is an exciting place to be at the moment with unparalleled development activity and projects underway, together with associated community building.

Coupled with this, Council has a unique opportunity to support our people and our organisation by articulating a clear vision, developing a positive and nurturing culture, and articulating purpose and priorities.

My leadership ethos is based on the following key aspirations:

- Communication – you will be committed to clear, concise, and honest communication with all staff and Councillors as well as being a good listener.
- Empowerment – you will be willing to let go of the reins and empower your teams to excel at what they do best while providing advice, support, and removing barriers.
- Caring Culture – you will create an environment where everyone’s opinion is valued and heard and will put health, safety, and happiness first.

- Continuous Improvement - you will always be looking to improve the way we do things and provide opportunities for cross-team collaboration to achieve change over time.
- Ethics and Integrity – you will demonstrate strong moral principles such as respect, impartiality, social responsibility, transparency, and honesty.

If you believe that you would thrive, add value and contribute to this vision for our organisation, I encourage you to apply for this role.

Thank you for considering this opportunity.



Martin Drydale  
Chief Executive Officer



## Our Organisation

### Charters Towers Regional Council

Seven (7) Councillors are elected to represent the Charters Towers community.

In March 2024, Councillors Kate Hastie, Alan Barr, Kim Farmer, Graham Lohmann, Steven Plant and Julie Mathews were elected for the Charters Towers region, with Cr. Liz Schmidt elected Mayor.

The Charters Towers Regional Council employs over 250 people, all of whom are involved in the delivery of our Corporate and Operational Plans.

The Executive Leadership Team (ELT) sits at the head of Council operations. The ELT is comprised of the Chief Executive Officer, Executive Manager Infrastructure Services, Executive Manager Corporate and Community Building, and Executive Manager Human Resources and Work Health and Safety.

## Our Organisational Values

Our values encapsulate the transparent, community driven goals our Council embodies in its service delivery. They are:





## CCB-L08 Customer Service and Records Trainee

Complete a traineeship within Customer Service and Records whilst undertaking a course of study. Under supervision the Customer Service and Records Trainee will undertake tasks developing a range of competencies in order to complete a Certificate III in Business (Administration) through formal on and off the job learning activities. The Customer Service and Records Trainee will be responsible for assisting with a range of operational, administrative, records and customer service functions in alignment with Council's Customer Service strategic directions

- > **Employment Type:** Full time, Limited Tenure for up to twelve (12) months
- > **Training:** Certificate III in Business (Administration)

### Key Responsibilities

1. Assist in opening, collating and distributing internal, incoming and outgoing mail.
2. Efficient and accurate data entry within Council's electronic document management system (ECM) and the TechOne Property & Rating module.
3. Provide basic general administration duties such as answering phones, receipting, photocopying, scanning, and creation of basic business documents.
4. Assist in a broad range of customer service tasks related to the Corporate and Community Building Directorate.
5. Provide excellent customer service to internal and external customers and promote a positive customer service experience.
6. Work effectively under close supervision as part of a small team.
7. Assist with the facilitation of file and information retrievals and returns.
8. Undertake allocated tasks effectively and efficiently within established time objectives as required/directed.
9. Maintain compliance with the Records Management Policy and business rules.
10. Complete the requirements of a relevant Certificate III in Business (Administration) which requires a commitment to studying in the incumbent's own time.
11. Achieve the milestones set out in the individual Training Plan.
12. Undertake internal training opportunities as identified.
13. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
14. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

## About You

Tell us how you meet the following position requirements:

### | Essential Knowledge, Skills and Abilities |

- Sound computer skills including experience in the use of the Microsoft Office suite of applications, in particular, Outlook, Word and Excel.
- Ability to demonstrate efficient time management skills.
- Ability to apply to demonstrate attention to detail and accuracy.
- Ability to work effectively in a small team, in a professional and positive manner.
- Sound understanding of confidentiality with the ability to work with sensitive information and maintain discretion.
- Good verbal and written communication skills including the ability to liaise with a wide range of people at all levels.
- Commitment to demonstrate a positive customer service experience.
- Ability to perform the physical requirements of the role.

### | Essential Education/Qualifications |

- Minimum education level of completion of Year 10 or equivalent and/or relevant work experience.

### | Essential Licences |

- Minimum of Queensland Provisional ('P' Plate) 'C' class drivers' licence (or ability to obtain).

## How to Apply

Please read this information carefully for instructions on how to apply.

### Step 1 – All applicants must;

- Be 15 years or older and no longer at school.
- Not hold a qualification equal to or higher than the qualification in the same field as the role being applied for.
- Meet citizen, residency, and visa requirements to undertake a traineeship.

### Step 2 - Complete Eligibility Questionnaire

All applications must be accompanied by a completed "Eligibility Questionnaire" which can be found at the end of this document. The questionnaire will need to be signed by a Parent/Guardian if candidates are under the age of 18.

### Step 3 – Create Cover Letter

A cover letter should detail how the candidate meets the position requirements outlined in the "About You" section above.

### Step 4 – Tailor Resume

Update and check resume to ensure all information including contact details are up to date and correct.

### Step 5 – Submit Application

To submit an application please;

1. Visit <https://www.charterstowers.qld.gov.au/council/careers/careers-at-council>
2. Select the position you are applying for.
3. Complete the application form.
4. Upload your Cover Letter, Resume and Eligibility Questionnaire.

## Further Information

Enquiries in relation to this vacancy, please call Ebony Van Lammeren, Human Resources Officer 07 4761 5300 or email [careers@charterstowers.qld.gov.au](mailto:careers@charterstowers.qld.gov.au)

## Closing Date

This position will close 11:59pm Sunday, 24 November 2024.

*Late applications will only be accepted at the discretion of the Chief Executive Officer.*



# 2025 APPRENTICESHIP/TRAINESHIP PROGRAM

## Eligibility Questionnaire

Some traineeship and apprenticeship opportunities are made available by Council with the assistance of Government Funding, which is subject to eligibility requirements. Certain information (including date of birth) is required from applicants to determine and confirm eligibility. All applicants are encouraged to apply.

Please complete this form and submit with your application.

PERSONAL DETAILS			
<b>Full Name</b>		<b>Date of Birth</b>	

ELIGIBILITY QUESTIONS	
<b>1. Are you 15 years or older and no longer at school.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2. Do you hold any current qualifications? If yes, please list below. (e.g. Certificate, Diploma or University Degree)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Qualification Details</b>	<b>Date Obtained</b>
<b>3. Do you identify with any of the following groups?</b>	
- <b>Aboriginal or Torres Strait Islander</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
- <b>Migrant or refugee from culturally or linguistically diverse backgrounds</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	
- <b>Person with a disability</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	
- <b>Displaced Worker (i.e) lost employment with another employer</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	

- <b>Women re-entering the workforce</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	
- <b>Veterans/ex-Australian Defence Force Personnel</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	
<b>4. Are you currently on any government benefits?</b> (e.g. Newstart or disability)	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	
<b>5. Are you currently registered with a job network provider?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes to question above, please provide brief details.</i>	

#### PRIVACY NOTICE AND DISCLAIMER

This form is confidential and is a guide only for government funding eligibility. Approval for Australian Government funding incentives is subject to assessment by an Australian Apprenticeships Centre. Council collects personal information for the purposes of recruitment, selection and administering employment. Personal information will not be disclosed unless required by law or the candidate has given their consent. For further information, refer to Council's Privacy Statement and Personal Information Digest.

SIGNATURE REQUIRED			
<b>Signature</b>		<b>Date</b>	

If applicant is under the age of 18, a parent or guardian will also be required to sign.

SIGNATURE REQUIRED			
<b>Full Name</b>		<b>Relationship</b>	
<b>Signature</b>		<b>Date</b>	

# POSITION DESCRIPTION

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<b>Position Title:</b>	Customer Service and Records Trainee
<b>Position Number/s:</b>	CCB-L08
<b>Employment Type:</b>	Full time, Limited Tenure for up to twelve (12) months
<b>Agreement:</b>	Charters Towers Regional Council Union Collective Certified Agreement 2023
<b>Award:</b>	Order – Apprentices’ and Trainees’ Wages and Conditions (excluding certain Queensland Government Entities) 2003  Queensland Local Government Industry (Stream A) Award – State 2017
<b>Classification:</b>	Trainee
<b>Directorate:</b>	Corporate and Community Building

## POSITION OBJECTIVE

Complete a traineeship within Customer Service and Records whilst undertaking a course of study. Under supervision the Customer Service and Records Trainee will undertake tasks developing a range of competencies in order to complete a Certificate III in Business (Administration) through formal on and off the job learning activities.

The Customer Service and Records Trainee will be responsible for assisting with a range of operational, administrative, records and customer service functions in alignment with Council’s Customer Service strategic directions.

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Customer Service and Records Coordinator
Directly supervises:	Nil

## DELEGATIONS

In accordance with Charters Towers Regional Council’s Register of Delegations.

## KEY RESPONSIBILITIES

1. Assist in opening, collating and distributing internal, incoming and outgoing mail.
2. Efficient and accurate data entry within Council’s electronic document management system (ECM) and the TechOne Property & Rating module.
3. Provide basic general administration duties such as answering phones, receipting, photocopying, scanning, and creation of basic business documents.
4. Assist in a broad range of customer service tasks related to the Corporate and Community Building Directorate.
5. Provide excellent customer service to internal and external customers and promote a positive customer service experience.
6. Work effectively under close supervision as part of a small team.
7. Assist with the facilitation of file and information retrievals and returns.
8. Undertake allocated tasks effectively and efficiently within established time objectives as required/directed.



# POSITION DESCRIPTION

9. Maintain compliance with the Records Management Policy and business rules.
10. Complete the requirements of a relevant Certificate III in Business (Administration) which requires a commitment to studying in the incumbent's own time.
11. Achieve the milestones set out in the individual Training Plan.
12. Undertake internal training opportunities as identified.
13. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
14. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

## POSITION REQUIREMENTS

### | Knowledge, skills and abilities |

#### Essential:

- Sound computer skills including experience in the use of the Microsoft Office suite of applications, in particular, Outlook, Word and Excel.
- Ability to demonstrate efficient time management skills.
- Ability to apply to demonstrate attention to detail and accuracy.
- Ability to work effectively in a small team, in a professional and positive manner.
- Sound understanding of confidentiality with the ability to work with sensitive information and maintain discretion.
- Good verbal and written communication skills including the ability to liaise with a wide range of people at all levels.
- Commitment to demonstrate a positive customer service experience.
- Ability to perform the physical requirements of the role.

### | Education/Qualifications |

#### Essential:

- Minimum education level of completion of Year 10 or equivalent and/or relevant work experience.

### | Licences |

#### Essential:

- Minimum of Queensland Provisional ('P' Plate) 'C' class drivers' licence (or ability to obtain).

## PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

# POSITION DESCRIPTION

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## POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

**Supervisor:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
(Name)

**Date:** \_\_\_\_\_

**Manager:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
(Name)

**Date:** \_\_\_\_\_

## POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

**Incumbent:** \_\_\_\_\_ **Signature:** \_\_\_\_\_  
(Name)

**Date:** \_\_\_\_\_



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