



JOB PACK

Customer Service Officer

Part time, permanent

Ref no: J/299

Closing Date: applications for this position will close on Monday 18 November 2024 at 5pm

RECRUITMENT APPLICATION GUIDELINES

These guidelines are provided to assist you in submitting your application for the advertised position with the Loddon Shire Council. Please ensure you read the instructions carefully, prior to submitting your application.

Information for Applicants:

Your application should include:

Cover Letter/Sheet - This letter/sheet should include your contact details, including a daytime phone number, the name of the position you have applied for. Your covering letter should include reasons why you are applying for the position and an overall summary regarding your skills and experience that meets the criteria of the position.

Address the Selection Criteria – Not required

Resume – Your resume provides additional information for the selection panel, it should be precise and easy to read. Highlight your major achievements and only include information which is relevant to the position applied for.

Referees – Please include contact details for two (2) work related referees. (*Referees will only be contacted after a personal interview has been conducted*). Referees provided must be notified and advised by you of the possibility that they may be contacted by the Loddon Shire Council for a reference check.

You can submit your application using any of the following methods:

- submit via email recruitment@loddon.vic.gov.au
- submit by mail marked 'confidential' to, Janine Jackson, Manager Organisational Development, Loddon Shire Council, PO Box 21, Wedderburn, 3518

Further enquiries regarding this position may be directed to Amber King, Team Leader Records and Customer Service on 5494 1271.

Please note: *that to have your application considered, it must be received at the Council Offices no later than 5.00pm on the closing date. Unfortunately any applications received after this time cannot be considered.*

Working rights – Only those with the right to work in Australia need apply.

In **some** cases Council may request that applicants complete psychometric testing during the recruitment

process to assist in determining a preferred candidate.

Post interview

Following the interviews, Council will make a number of pre-employment checks for applicants whose application is to proceed to the next phase. They may include:

- reference checks with referees provided. No contact will be made with referees without prior approval of the applicant
- verification of the proof of permission to work in Australia
- psychometric testing results.

Council will contact successful applicants via telephone and provide a verbal offer. This will be followed by a formal letter of offer and commencement documentation.

Unsuccessful applicants who have attended an interview will be notified by telephone.

Unsuccessful applicants who were not afforded an interview will be notified by letter.