

## **SELECTION CRITERIA STATEMENT**

**Position Name – Ref. No. 12345**

**(Name Surname)**

### **ESSENTIAL CRITERIA**

#### **A demonstrated high level of written and oral communications and interpersonal skills.**

- In my current role as a small business owner (Résumé Writer and Job Consultant), I am solely responsible for providing communication with clients, employers, Job Network providers and recruitment firms through:
  - ✓ Daily inbound/outbound phone calls and emails
  - ✓ Business meetings (one-one-one or small group basis)
  - ✓ Computerised WP correspondence and newsletters
  - ✓ Business website information and advertising
- I arrange and conduct all business appointments, provide agendas, greet clients, discuss requirements and offer a career consultation service through face-to-face liaison (e.g. job seeking skills, job application assistance, analysis of client needs, skills and work experience, discussion of job market, interview techniques and creation of résumés, cover letters and selection criteria).
- I professionally answer general enquires over the phone or in person and ensure that any instructions are clearly presented in a language that is easily understood and delivered in a manner that is courteous and professional. I undertake regular communication with Job Network, Employment and Recruitment firms, including contact with Centrelink via phone, email and letters.
- Through developing an excellent rapport with team members and senior management, I have been successful in helping to develop and maintain good relationships, which have resulted in cooperative and productive environments. This has been achieved because staff feel at ease when openly discussing matters of personal interest or when seeking advice. Evidence of interpersonal skills can also be shown through:
  - the ability to provide genuine empathy, tolerance and understanding
  - the ability to listen sensitively and accurately
  - the ability to ensure a high standard of professionalism and duty of care
  - the ability to maintain client and employee confidentiality
- Additional support for demonstrating a high level of interpersonal skills is the open mutual respect shown toward clients and fellow colleagues, as mentioned below from a manager's quote:

Quote: *"His years of experience have made him sensitive to the changing moods of individuals, which is an important attribute in providing a safe and secure environment. Michael is a team player and donates much time to contributing to the well being of team members. As a result he is well liked amongst his peers and is considered trustworthy."*

NB. For additional information in relation to demonstrated client service, sales/marketing, communication and presentation skills please refer to my résumé which includes client quotes and career achievements.

#### **Ability to use various computer applications.**

- I am familiar with both Apple and Windows applications and possess strong keyboard skills relative to word processing requirements. I daily use MS Office Suite 2007, especially for creating résumé documents. I utilise my own home computers (desktop and laptop) for business purposes involving client documentation and relevant research on the Internet. I frequently use Outlook (emails) and Excel (spreadsheets) for client correspondence and maintaining financial management records.

### **Ability to be an effective team member.**

- I am experienced in working within small and large team environments, mainly unsupervised, where daily interaction with colleagues is a routine and necessary function. I have a strong ability to work effectively alongside my team, which has resulted in cooperation being maintained both in and out of the workplace.
- During my role as a Children's Coordinator at a local church, I was responsible for teaching, organising and leading a large group of volunteers for training and team building purposes. I ensured team meetings were managed well in order to create good working relationships.
- As a previous OH&S Inspector, one of the main functions was to work cooperatively in small groups for personal safety and to manage incidents which required team support. I was considered a reliable safety inspector which can be evidenced from the following quote *".....Joe Bloggs always ensured the safety of team members and visitors, as a priority. Joe was a vital asset to staff and management because of his dedication, commitment and exceptional safety performance record."*

### **Ability to manage multiple tasks within strict deadlines.**

- The ability to plan, organise and meet daily work deadlines can be demonstrated by working within the confines of procedures set by employers, where OH&S tasks had fixed and tight schedules. I had a thorough understanding of the tasks I had to complete and the time frame required and utilised routine planning, which was an essential function to ensure all duties were carried out within each allocated work shift. By being organised throughout my daily routine, I ensured all duties were completed efficiently and on time. I was able to adjust my daily schedule to manage multiple tasks such as dealing with critical incidents, which necessitated the provision of first aid, performing evacuation procedures and liaising with police and emergency services.
- The ability to meet deadlines can be further demonstrated through promptly processing incident reports and ensuring these were communicated to senior management, at the end of each shift.
- As a previous Insurance Executive, in a client servicing industry, I was responsible for achieving daily, weekly, monthly and annual tasks, which required effective time management skills i.e.
  - ✓ Daily phone calls regarding urgent cover or claims notification were carried out immediately.
  - ✓ Policy amendments, updating client records and checking diary, post and emails was a necessary and routine function usually requiring finalisation by a specified date.
  - ✓ Statistics for claims and reviewing of policies was conducted on a monthly basis.
  - ✓ Preparing a client's annual renewal program required intensive administrative and servicing requirements prior to expiry date.

### **Knowledge of and ability to apply Occupational Health and Safety.**

- OH&S issues are part of the induction training and covered in Cert. II Safety Awareness. A demonstrated example of OH&S training is through the daily compliance of personal safety procedures which is mandatory for OH&S Inspectors i.e. daily wearing of protective safety products and equipment, such as helmet or sun hat, steel capped boots, reflective vest, sunscreen, 2 way radio, torch and mobile phone.
- There is a strong need for OH&S awareness and adherence of procedures whilst performing both day/night shifts during OH&S inspections. In order to ensure the protection of staff, I routinely inspect fire stairs/corridors and safely remove objects that could cause an obstruction during an emergency evacuation. I check to ensure electrical cords and wiring could not cause a tripping hazard and monitor the regular servicing of fire alarms, sprinklers and extinguishers.
- I was also trained in the "Hidden, Obvious & Typical" (HOT) principle which was applied for continuous "White Level Inspections" (Suspicious Articles) in public access areas. In relation to unattended parcels and bags, I was required to safely assess these items by not touching, tilting or tampering them, but to listen, smell and then contact the appropriate authority for safe removal. In relation to terrorism and bomb threats, I was instructed in OH&S and emergency evacuation procedures, especially for underground and tunnel areas.