# Position Details

Role summary for potential applicants

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| **Advertised Job Title:** | Aboriginal and/or Torres Strait Islander Traineeship – Receptionist/ Administration Officer |
| **Reference Number:** | 61273 |
| **Classification:** | Aboriginal and/or Torres Strait Islander Traineeship |
| **Salary Range:** | Trainee salary - $23,459 to $26,001 plus up to 15.4% superannuation |
| **Location:** | Townsville (ATSIP), QLD |
| **Tenure:** | Specified term of approximately 12 months depending on course of study |
| **Relocation assistance:** | Will be provided to the successful candidate if required |
| **Applications are open to:** | Open to people of Australian Aboriginal and/or Torres Strait Islander descent *(Proof of Aboriginality will be required prior to confirming the appointment)* |

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| **Role Overview:** |
| The Aboriginal and Torres Strait Islander Traineeship Program is an initiative of the CSIRO Indigenous Engagement Strategy which seeks to significantly increase Indigenous employment nationally within CSIRO. Through this strategy, CSIRO aims to enhance the educational, employment, training and career development opportunities for people of Aboriginal and/or Torres Strait Islander descent.  Over the course of the traineeship, the successful applicant will undertake on-the-job training and complete a Nationally Accredited Qualification relative to their position. The course fees for this qualification will be paid for by CSIRO. Upon successful completion of the training package the trainee will be considered for further employment with CSIRO subject to the availability of a position.  An opportunity exists for a trainee to join CSIRO Business and Infrastructure Services (CBIS) to undertake a workplace-based traineeship. In this role you will be the first point of contact for staff and visitors at the Australian Tropical Sciences & Innovation Precinct (ATSIP), Townsville. The role is focused on quality customer service - on the phone, in correspondence, and in person. The role provides high quality administrative support to CBIS in accordance with CSIRO procedures. |

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| **Duties and Key Result Areas:** |
| * Provide reception services including answering face-to-face and telephone enquiries from the public, staff and visitors, redirecting where appropriate and distributing messages. * Be part of a team that ensures reception services are provided effectively and professionally. * Handle incoming and outgoing mail and freight. * Provide oversight to Seminar Room and Board Room, liaising with internal and external users. * Provide support to workshops, meetings and seminars hosted by CSIRO Townsville staff. * Manage and order bulk paper supplies, stationery and kitchen supplies as required. * Other day-to-day administrative tasks and general office duties as required. * Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals. * Key responsibilities and duties may be subject to change from time to time. |

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| **Selection Criteria:** |
| *Please note: Under CSIRO policy only applicants who meet all the essential criteria can be appointed.*  Pre-Requisite:   * Must be either enrolled in, currently studying, or eligible and willing to carry out training for a Nationally Accredited Qualification relative to the position (e.g. Certificate III in Business Administration).   Essential Criteria:   1. Ability to work independently or in a team, and a willingness to be flexible with working hours to meet team goals. 2. Ability to provide a professional setting to reception including sound communication skills, both written and oral, and an enthusiasm for customer service. 3. Willingness to perform routine administrative tasks, the ability to learn and take on more complex tasks and a desire to develop skills, knowledge and experience. 4. Ability to use a computer, especially Microsoft Office applications including Word, Outlook and Excel, and an interest in increasing computer skills. 5. Willingness to produce and maintain quality work and determine own work priorities.   **As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:   * Excellent science * Inclusion, trust & respect * Health, safety & environment * Delivery on commitments.   **In your application and at interview you will need to demonstrate alignment with these behaviours**. |

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| **Other Information:** |
| This is an identified position to be occupied by an Aboriginal person and/or Torres Strait Islander person only. This is a genuine occupational requirement as permitted by and arguable under the Anti-Discrimination Act.  **How to Apply:** Please apply for this position online at [www.csiro.au/careers](http://www.csiro.au/careers). You will need to provide:   * A Resume and cover letter advising why you are interested in a traineeship with CSIRO; and * Confirmation of Aboriginality or Torres Strait Islander descent (this can be provided later if necessary).   **IMPORTANT:** Please upload your Confirmation of Aboriginality or Torres Strait Islander descent status (this can be provided later if necessary) in the “Eligibility documents” field in your application.  If you experience difficulties applying online call 1300 984 220 and someone will be able to assist you. Outside business hours please email: [careers.online@csiro.au](mailto:careers.online@csiro.au)  **Referees:** Please provide the names and contact details of two referees in your resume. Referees can be previous supervisors, school teachers, sporting coaches or someone who knows you well.  **Contact:** If after reading the selection documentation you require further information please contact:  Di Popham via email at: [Di.Popham@csiro.au](mailto:Di.Popham@csiro.au) or by phone on: 07 4753 8597.  *Please do not email your application directly to Di Popham*. *Applications received via this method will not be considered.*  **About CSIRO**  At CSIRO you can be part of helping to solve big, complex problems that make a real difference to our future. We spark off each other, learn from each other, trust each other and collaborate to achieve more than we could individually in a supportive, rewarding, inclusive and truly flexible environment.  **About CSIRO Business & Infrastructure Services (CBIS)**  CSIRO has a complex property portfolio of owned and leased facilities that comprise over 1,000 buildings spread across 54 locations within Australia. These scientific and research facilities are diverse both in location and type. CSIRO Business and Infrastructure Services (CBIS) is charged with managing the provision, maintenance and operation of all CSIRO's scientific and research facilities. |