# Position Details

Role summary for potential applicants

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| **Advertised Job Title:** | Aboriginal and/or Torres Strait Islander Traineeship – Receptionist |
| **Reference Number:** | 14262 |
| **Classification:** | Aboriginal and/or Torres Strait Islander Traineeship |
| **Salary Range:** | Trainee salary - $22,329 to $24,749 plus up to 15.4% superannuation |
| **Location:** | Townsville, QLD |
| **Tenure:** | 1 year (or remainder of full-time study program) |
| **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 Indigenous 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. Upon successful completion of the training package the trainee will be considered for ongoing employment with CSIRO, if available.  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, in person. The role provides high quality administrative support to CBIS and all tasks will be undertaken in accordance with CSIRO procedures and displaying behaviours which reflect the CSIRO values compass. |

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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 * Comply with CSIRO general policies and procedures, OH&S policies and requirements. |

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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 a Certificate III in Business Administration.  Essential Criteria:   1. Ability to work independently or in a team, maintain own quality of work, and determine own work priorities. 2. Knowledge and experience with a variety of general office duties, in particular reception, and a willingness to perform routine administrative tasks and the ability to learn to take on more complex tasks. 3. Fundamental knowledge of Microsoft Office applications including Word, Outlook and Excel and an interest in increasing computer skills. 4. Demonstrated enthusiasm to develop new skills and undertake extra duties and a range of administrative tasks when requested. A willingness to be flexible with working hours. 5. Ability to provide a professional setting to reception including sound communication skills, both vocal and written.   **CSIRO is a values based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:**   * Integrity of Excellent Science * Trust & Respect * Creative Spirit * Delivering on Commitments * Health, Safety & Sustainability |

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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 be requested to provide:   1. a **Resume/CV** which includes a cover letter stating why you are interested in traineeship with CSIRO and the reasons you would be suitable for this position; and 2. Confirmation of Aboriginality or Torres Strait Islander descent.   IMPORTANT: Please upload your resume/curriculum vitae and cover letter as **one document**.  If you experience difficulties applying online call 1300 984 220 and someone will be able to assist you. Outside business hours please email: [csiro-careers@csiro.au](mailto:csiro-careers@csiro.au)  **Referees:** If you do not already have the names and contact details of two previous supervisors or academic/ professional referees included in your resume/CV please add these before uploading your CV.  **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:** Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. Find out more! [www.csiro.au](http://www.csiro.au).  **About CSIRO Business & Infrastructure Services (CBIS)** is charged with managing the provision, maintenance and operation of all CSIRO's scientific and research facilities.  CSIRO has a complex property portfolio of owned and leased facilities that comprise over 1,000 buildings spread across 54 locations within Australia and 1 site in France. These scientific and research facilities are diverse both in location and type.  CBIS delivers it services through its Enterprise functions, which incorporates strategic, capital and estate issues; while the CBIS teams within each Region deliver the operational property services.  CBIS's strategy and operational activities align with CSIRO's strategic direction and scientific activities. |