

POSITION TITLE	Customer Service Representative ( Aboriginal and Torres Strait Islander )
ABOUT THE ROLE	<p><b>ABOUT US</b></p> <p>AFL SportsReady believes in a fair and united Australia, where Aboriginal and Torres Strait Islander people have the same opportunities and access to education, training and employment as other Australians.</p> <p>Through Warumilang, (AFL Sportsready’s Aboriginal and Torres Strait Islander Program), our vision is to provide opportunities for young Aboriginal and Torres Strait islander people to start their careers with confidence, qualifications and skills.</p> <p><b>ABOUT THE ROLE</b></p> <p>AFL SportsReady currently has an exciting position available for someone wanting to pursue a career in the banking industry. As the successful applicant, you will:</p> <ul style="list-style-type: none"> <li>• Be employed by AFL SportsReady</li> <li>• Work on-site with Commonwealth Bank – Tweed Heads (South)</li> <li>• Study for an accredited qualification: Certificate III Financial Services</li> </ul> <hr/> <p><b>WHY SHOULD YOU WORK WITH US?</b></p> <p>Our traineeships are the best way to fast-track your career. We will provide you with the real skills and experience needed to succeed when first starting your career.</p> <p>As the successful applicant, you will:</p> <ul style="list-style-type: none"> <li>• <b>GET PAID:</b> Earn while you learn (National Training Wage)</li> <li>• <b>GET EXPERIENCE:</b> Real work-place experience with CommBank – Tweed heads (South)</li> <li>• <b>GET SUPPORTED:</b> Dedicated AFL SportsReady staff members (One-on-one Mentors, Field Officers and Educators) will support you every step of the way</li> <li>• <b>GET INVITED:</b> Gatherings and network sessions for Aboriginal and Torres Strait Islander trainees</li> <li>• <b>GET NETWORKED:</b> Build a network of key industry contacts</li> <li>• <b>GET EDUCATED:</b> Combine work with education and receive a fully funded qualification</li> <li>• <b>GET INTO UNI:</b> Direct entry and course credit to one of our University partners (Conditions apply, visit <a href="#">University partners</a> for details)</li> <li>• <b>GET A HEAD START:</b> Experience + Education + Networks</li> </ul>

---

## **DUTIES & RESPONSIBILITIES**

- Customer service
- Banking transactions
- Sales
- Maintaining financial records
- Building and maintaining customer relationships
- Uphold CommBank's Purpose of Improving the Financial Wellbeing of Customers and Communities

---

## **SELECTION CRITERIA**

- Communication skills
- Customer service skills and experience
- A willingness to learn and develop skills
- Be open to receiving coaching and feedback
- Ability to work well within a team
- Capacity to problem-solve
- Attention to detail
- Must be an Australian Citizen
- Will need to undergo a police check

This position requires a Police Check. If successful, AFL SportsReady will assist in your application.

---

## **SALARY**

As the successful candidate, you will receive:

- National Training Wage Award + 9.5% Superannuation
- Fully funded qualification

---

## **MORE INFORMATION**

People with tertiary qualifications need not apply. Current university applicants may have to defer their studies to be eligible for this traineeship.

Position is best suited to a(n):

- Aboriginal and Torres Strait Islander Australian
- Recent secondary school leaver

*Only Aboriginal and/or Torres Strait Islander people are eligible to apply for this position. This action is by virtue of a section 126 exemption granted by the Anti-Discrimination Board of NSW*

Applications for this position will close: **Friday, 19 April 2019, 5PM** and must include:

- A cover letter telling us a bit about yourself and your career ambitions.
- A resume / CV



**“TO SOAR LIKE AN EAGLE”**

From the Djab wurrung people

AFL SportsReady’s Aboriginal & Torres Strait Islander Program

**Please note that only shortlisted applicants will be contacted.**

EMPLOYER	CommBank
AGENT NAME	Toni Meyer-Gleaves
AGENT EMAIL	Toni.Meyer-Gleaves@aflsportsready.com.au
LOCATION	Shop 25 Tweed City, 54 Minjungbal Drive, Tweed Heads South NSW 2486
JOB TYPE	Full-time traineeship
SECTOR	Banking & Financial Services
PREFERRED CANDIDATE	<ul style="list-style-type: none"> <li>• Recent secondary school graduates</li> <li>• Aboriginal and Torres Strait Islander Australians</li> </ul>
CLOSING DATE	Friday, 19 April 2019, 5PM