YORKE PENINSULA COUNCIL

Agriculturally rich~Naturally beautiful

YORKE PENINSULA COUNCIL

TRAINEESHIP PROGRAM

Yorke Peninsula Council

'To be a thriving peninsula, proud of our heritage, lifestyle and diverse, vibrant communities.
A great place to live, work and play.'

Records/Customer Service Trainee

APPLICATION KIT

Applications can be submitted by:

MAIL

Zoe Martin
Team Leader HR & People Experience
Yorke Peninsula Council
Position No. 4635
PO Box 57
MAITLAND SA 5573

IN PERSON

Reception via:

- Maitland Office – 8 Elizabeth Street
- Minlaton Office – 18 Main Street
- Yorketown Office – 15 Edithburgh Road

EMAIL

admin@yorke.sa.gov.au

(Council will bear no liability for email applications submitted but not received)

Application Closing Date 5:00pm Friday 20th November 2026

Council is an Equal Opportunity Employer, is smoke free and committed to a safe and healthy workplace. We thrive in an environment that is welcoming, inclusive and safe, and celebrates difference. We value and embrace our diverse perspectives and brilliant experiences for our diverse community.

People who are of Aboriginal and Torres Strait Islander identity as well as people of culturally diverse backgrounds and of diverse abilities are encouraged to apply.

We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace.

Andrew Cameron
CHIEF EXECUTIVE OFFICER

Records/Customer Service Trainee

Section	Corporate and Community Services
Stream	Trainee
Level	National Training Wage
The Job	This entry level position provides the opportunity to gain practical experience in records and customer service within a Local Government environment. The trainee will undertake a Certificate III in Business as part of their professional development. Under supervision, the Trainee will contribute to the delivery of high-quality administrative, clerical, and revenue-related support to Council, ensuring tasks are completed accurately, efficiently, and in accordance with Council standards.
Position Number	4635
Position Hours	76 hour fortnight (some out of hours work may required).
Position Benefits	Employees enjoy an amazing range of benefits which include: - 12% employer contributed superannuation into a fund of your choice; - generous salary packaging arrangements; - Corporate Health programme with annual health checks, skin cancer assessments and flu injections; - driver licence allowance; - income protection insurance; - flexible employment opportunities; - job security; - professional development opportunities; - emergency services leave; - family/carers and parental leave; - long service leave; - portability of leave within SA local Government; and - equal opportunity employment.
Position Status	12 month fixed-term contract
The Person	The successful applicant must have a genuine interest in corporate services as a career with a commitment to ongoing study/training and personal development.
Salary	National Training Wage – starting at $46,832.16b p.a. plus statutory superannuation. (In accordance with the Yorke Peninsula Council Municipal Officers Enterprise Agreement No 8, 2024).
Medical	A compulsory pre-employment medical examination must be undertaken.
Location	Maitland Office, however appointment is to the Council, therefore the successful applicant may be required to undertake duties at other locations.
Probation Period	13 weeks
Information	Further information about the position can be obtained from Rebecca Bussenschutt, Development and Learning Officer on 8832 0000.

Guidelines for Applicants

Thank you for your interest in working with the Yorke Peninsula Council is an equal opportunity employer and uses merit-based selection techniques. Please read these guidelines carefully as they are designed to help you understand Council's selection process and to put forward your best case for appointment.

Once you have found a vacancy that you would like to apply for, you should collect as much information about the position as you can.

Included in this information package is a copy of the position description which provides comprehensive information about the position, including duties and responsibilities. The position description also contains the essential and desirable selection criteria i.e. the knowledge, skills and experience required to do the job. It is the selection criteria that form the basis for making a merit-based selection decision.

If you require additional information about the position, you may speak to the contact person named in the advertisement.

Your application

When you apply for a position with Council, the key to gaining an interview is your written application. A good application shows why you are the best person for the position and how your knowledge, skills and experience match the selection criteria. Your application should contain:

- A completed Application for Employment form ***(essential)***
- Your resume ***(essential)***

Your resume

Prepare a resume (or curriculum vitae) which is clear, concise, up-to-date and includes:

- Personal details
- Education and training
- Employment history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- Skills/experience gained outside of paid work
- Contact details for two referees

The application form

Complete the 'Application for Employment Form' and enclose it with your application.

Important notes

- Please ensure that your application and attachments are securely held together and avoid sending them in folders or binding.
- Applications submitted past the closing date are not accepted unless written advice of intention to apply was received before the closing time and the formal application is received within an agreed time frame.
- Applications that are unsolicited or do not address an advertised position will not be considered and are discouraged by Council.

Interview and Selection

Reviewing Applications and Preparing a Shortlist

The first step in the selection process is to review all received applications and prepare a shortlist.

Applications are assessed against the essential and/or desirable selection criteria found in the position description. Applicants who best meet the selection criteria will be short-listed and contacted for an interview. Those who do not meet the selection criteria or who are not competitive with other applicants (due to lesser experience or qualifications) will not be short-listed for an interview and will be notified in writing as soon as practicable.

The Interview and Other Work Tests

Relevant members of council staff will conduct the interview. Interviews are conducted in a structured manner and questions based on the selection criteria.

Applicants will be asked to give examples of how they have performed in situations similar to those they will face in the job. The interview allows the selection panel to create a clear picture of the applicant's past knowledge, skills and experience as they relate to the functions and responsibilities of the job. The selection panel may use a number of methods in addition to the interview to assess the applicant's ability to perform a job. For example, applicants may also need to demonstrate competency on an item of plant or complete a problem-solving exercise.

It is a good idea to prepare for your interview. Some handy tips include:

- Think about the types of questions you might be asked at an interview and practise your answers out loud;
- Think about your strong points and major achievements;
- Think about how your knowledge, skills and experience relate to the requirements of this job

During the interview it is a good idea to:

- take your time – think about your answer;
- ask for clarification if you don't understand any of the questions;
- give relevant and complete information;
- describe what you were responsible for and what you achieved;
- talk with confidence and in a positive manner;
- give specific examples of your past work to support your answer
- avoid exaggerating

Council will endeavour to meet any special requirements you may have to enable you to attend the interview, such as building access or communication assistance. Please inform the HR Officer of any requirements at the time you are invited to attend an interview. The Yorke Peninsula Council does not reimburse interview expenses.

Reference Checks

After the interviews have taken place, Council will contact the nominated referees of the preferred applicant(s). It is important that the referees you nominate can support the information you provided in relation to your work behaviour and performance and are aware that they may be contacted.

Pre-employment medical examination

In the interest of providing a safe and healthy workplace, our recruitment and selection process includes a pre-employment medical examination. The medical will be conducted at Council's expense.

Notification

If your application is successful, you will be telephoned and offered the position. A written offer including conditions of employment will then be forwarded by mail.

After an offer of employment has been made and accepted, all other applicants will be notified of the outcome by letter. This process is normally completed within two weeks of the interviews being conducted.

Further Information

For assistance, guidance or feedback in the preparation of your application, feel free to contact Council's HR Officer, Rebecca Bussenschutt in person at the Maitland office, 8 Elizabeth Street, Maitland or by phone (08) 8832 0000.

Application Checklist

Your application ***must include***:

- ☐ This completed application form;
- ☐ A copy of your full resume or curriculum vitae;

The Council

The Council covers an area of 5,899 square kilometres, has a distance of approximately 175 kilometres between its northern and southern boundaries, and being a Peninsula, has a varying width east to west averaging approximately 30 kilometres. The Council is unique in comparison to other Local Government Authorities in that it is bordered by sea on three sides and as such has 485 kilometres of coastline.

The Council's population is 11,061 (based on 2011 Census figures) which is less than 1% of the total South Australian population. Of that base population, the Yorke Peninsula region has one of the oldest age profiles of any region within Australia. The ABS Census data records the Yorke Peninsula's median age is 55 years old, compared to the Australian average of 38 years.

The area contains 12 larger towns and 33 smaller townships and holiday settlement zones, the latter being predominately located along the vast coastline. The 2016 Census of Population and Housing indicated that there were 9,722 private dwellings in the Council area.

The Area

South Australia's Yorke Peninsula is an easy 2 hour drive from Adelaide. The Peninsula is a draw card for boating, fishing, diving and swimming in the calm waters surrounding most of the peninsula, in addition, the hollow beach breaks and powerful reef set ups in the southwest corner are ideal for surfers. The Peninsula also caters for bushwalks, cliff top and shoreline rambles or just leisurely relaxing by the sea.

Yorke Peninsula Council

Application for Employment

POSITION NO: _____

POSITION APPLIED FOR: _____

PERSONAL DETAILS:

Surname: _____ Ms/Mrs/Miss/Mr

Given Names: _____

Home Address: _____ Postcode: _____

Postal Address _____ Postcode: _____

Contact Numbers: Home _____ Work _____

Mobile _____ Email _____

ADDITIONAL INFORMATION

Please indicate the basis on which you are eligible to work in Australia.

- ☐ Australian Citizen
- ☐ Permanent Resident
- ☐ On a Working Visa

Have you any known condition which the Council will need to accommodate either for interview or for you to perform the duties of the position for which you have applied? Yes / No

If so, please give details _____

_____

Where did you see this position advertised? _____

DECLARATION

I declare that all the information supplied in this application and any attached documents are true and accurate, and I understand that if I provide any false information, omissions, or misrepresentations are discovered, my application may be rejected and, if I am employed, my employment may be subsequently terminated at any time.

Signature_____

Thank you for your interest in applying for this position

'Equal Opportunity in Employment and Appointment on Merit are Council Policy'

Position Title	Trainee Records and Customer Service 4635
Classification	National Trainee Wage
People Leader	Senior Records Officer
Division	Corporate & Community Services
Key Relationships	Customer Service, all staff and external users

OUR COUNCIL

Economically Prosperous Peninsula | Community Connected through Infrastructure | Valued and Restored Environment | Community Engaged and Supported | Responsible Governance and Leadership

Vision - Prosperous, diverse and uniquely spectacular – Yorke Peninsula

Mission - We will foster a climate where Yorke Peninsula can thrive as a prosperous network of multi-generational communities. We will deliver services that enhances the Peninsula's reputation as a vibrant, easily accessible coastal and food production region. We will celebrate and protect our unique and pristine environment. We will continue to support diversity of sustainable industry and lifestyles.

WE VALUE

Collaboration

We are one team, regardless of our role, location or length of service. We will get to know each other, work together, cooperate and use our collective skills to best serve the community.

Transparency

We practice consistent, open, and transparent communication and proactively capture and share knowledge with each other and across sites and departments without fear of retribution.

Integrity

We can be trusted to behave ethically and do the right thing each and every time. Integrity is doing what we say we will do, and calling out bad behaviours, even when it is uncomfortable.

Fairness

We treat each other with respect and kindness and are accountable for our own actions. Everyone has a fair opportunity to achieve equity and grow as we care for each other's health and wellbeing (like family) and our behaviours and practices support this.

Purpose

Our community is our purpose and the forefront of all that we do. We take pride in providing a safe and inclusive place to live and visit.

Introduction

This position description offers an account of the general nature of the work that the Yorke Peninsula Council (Council) requires to be undertaken, including the type and range of skills, qualifications and experiences that we believe you should possess in order to competently undertake the duties. It is not an exhaustive list of responsibilities, criteria or outcomes as your role within Council is a dynamic one. We understand that people and positions change and develop over time, so this position description is considered a 'living document'; your active involvement in the evolution of this position is important.

Position Purpose

This entry level position provides the opportunity to gain practical experience in records and customer service within a Local Government environment. The trainee will undertake a Certificate III in Business as part of their professional development. Under supervision, the Trainee will contribute to the delivery of high-quality administrative, clerical, and revenue-related support to Council, ensuring tasks are completed accurately, efficiently, and in accordance with Council standards.

Key Responsibilities and Outcomes

- Assist in providing effective and courteous administration support and general office duties as directed.
- Assist in organising and maintaining both physical and digital records, ensuring that they are accurately classified and stored appropriately. Learn to follow established retention schedules and disposal guidelines.
- Perform data entry tasks to update records management databases, ensuring the accuracy and completeness of information.
- Learn to conduct periodic quality control checks on records to identify and rectify discrepancies and inaccuracies.
- Ensure work is carried out within required timeframes and that deadlines are met.
- Ensure confidentiality and integrity of corporate systems and maintain information as directed.
- Assist in promoting a positive and professional image of the Council when interacting with Council's customers.
- Support the front-line customer service team by responding to telephone and front-counter enquiries in a prompt, courteous, and professional manner, including the provision of regional tourist and community information.
- Assist in the receipting of payments and basic cash handling tasks, including:
    - Recording daily transactions and assisting with preparation of banking.
    - Ensuring cash drawer is appropriately maintained.
    - Following Council procedures for securing funds at the close of business.
- Learn to record and process customer service requests and complaints accurately, ensuring they are forwarded to appropriate Council officers.
- Provide support with receipting and updating of dog registration details through the DACO system.
- Observe and assist in the issuing of Schedule 9 Permits (conditional burning) under supervision, where appropriately authorised.
- Assist in the coordination of property searches (Section 7), helping to compile required information under supervision and ensuring it is forwarded in accordance with legislation and Council policies.
- Support the maintenance of cemetery records and liaise with relevant parties under the direction of relevant staff.
- Learn the process for investigating and organising the issue or replacement of waste and recycling bins for new dwellings or businesses.
- Assist in maintain Council registers, such as:

  - Mail, Key and Permits
- Operate various office equipment, including photocopier, shredder, binding machine, personal computer.
- Assist with the collection and dispatch of outgoing mail to meet Australia Post deadlines.
- Support the coordination of hall bookings and community venue usage, including calculating fees and recording reservations under supervision.
- Raising and lowering of the flag at the relevant office in accordance with Council policy.
- Work cooperatively and respectfully with other team members to contribute to a positive and effective working environment.
- Provide administrative and clerical support to other departments as directed, ensuring tasks are completed accurately and in a timely manner.
- Undertake other duties related to the role, as directed, that are appropriate to the skills and learning objectives.

Specialist Knowledge and Skills

- Developing telephone-answering skills, including the ability to identify caller needs and appropriately direct enquiries under supervision.
- Ability to communicate clearly, patiently, and courteously with members of the public, demonstrating empathy and professionalism.
- Basic numeracy, literacy skills and developing cash handling skills.
- Emerging time management and organisational skills, with support to prioritise tasks and meet deadlines.
- Developing knowledge of the Civica Authority modules relevant to this position.
- Basic keyboarding and computer skills, with the ability to improve proficiency through training.
- Demonstrated motivation to learn and the ability to work under supervision with a proactive approach to seeking guidance when needed.
- Openness to feedback and support from senior staff, especially in unfamiliar or undocumented situations.
- Developing problem-solving and decision-making abilities appropriate to the level of responsibility and supervision.
- Developing understanding of computer concepts and application software as they relate to the area of responsibility.
- Developing knowledge of the Council district and the services and service levels provided by Council.
- Developing knowledge of records management techniques.
- Developing understanding of the relevant provisions of the Local Government Act, Council By-laws, and Council policies.
- Developing knowledge of Council's organisational structure, and the functional responsibilities of each Department and Officer.

Experience and/or Qualifications

- Maintain relevant qualifications, licences, skills and competencies relevant to the role.
- Willing to undertake a Certificate III in Business (or negotiated equivalent).

Training

- Undertake training as appropriate, to develop and maintain, qualifications, licenses, skills and competencies relevant to the role.
- Attendance at conferences, seminars, workshops and other training activities as deemed appropriate, to maintain an awareness of trends and issues and keep abreast of changes in

legislation which may impact on Council's administration of procedures, policies and activities relevant to the role.

Organisational Relationships

- Responsible to the Senior Records Officer.
- Assist and relieve other Council staff as necessary.

Extent of Authority

- Works under close direction with instruction and assistance always available.
- Works under direct supervision.

Accountability

- The incumbent is required to comply with Council's Behavioural Standards Policy and the behavioural standards required under the Local Government Act 1999.
- An annual performance review will be carried out by the Senior Records Officer and written confirmation of this review and any discussion points raised will be provided to the employee.
- The incumbent is accountable to the CEO for the performance of duties.
- The incumbent is responsible for managing their leave and accrued time so that entitlements do not carry from one period to another without approval.

Performance Standards

- Confidential and sensitive information is to be handled in accordance with legislative requirements and with discretion and integrity.
- The incumbent is required to ensure that the integrity of confidential information gained during their employment is maintained permanently.
- Initiative demonstrated in problem-solving.
- Effective communication with internal and external customers.
- Accuracy of work and ability to meet deadlines.
- Prompt and effective response to telephone, e-mail, written and counter enquiries.
- Appropriate prioritisation and organisation of duties.
- Ability to work productively with other staff, Council members, other organisations and the community.
- The extent to which the employee is effective and efficient in the management, development and co-ordination of the resources under his/her control.

Quality and Continuous Improvement

- Contribute to the identification, development, implementation and evaluation of improvements to departmental and organisational policies and practices.
- Demonstrate quality and continuous improvement initiatives that meet/exceed strategic and departmental goals and objectives.
- Contribute to and facilitate a continuous learning philosophy through learning, maintaining qualifications and applying new skills and competencies.

Records Management

- Employees are responsible and accountable for adequately managing the Council records they create and receive according to legislative requirements and Council policies and practices.
- Ensure corporate records are captured and stored on Council's Electronic Document and Records Management System (EDRMS) and not on personal storage devices/hardware.
- Ensure records are not damaged or destroyed unless permission has been obtained from the Records Management section in consultation with State Records.

Work Health and Safety Responsibilities

- Observe and comply with all WHS legislation, codes of practice, policies and supporting documentation.
- Take all reasonable steps to ensure own personal safety and that of others is not put at risk through any act or omission.
- Use safety devices and personal protective equipment correctly.
- Obey all instructions from the CEO issued to protect own personal health and safety and that of others.
- Ensure appropriate instruction and training has been received prior to performing any task.
- Report any identified hazards, incidents, near misses or injuries which arise in the course of work in accordance with Council policy.
- Take such action, within competency and responsibility, to report or make recommendation as deem necessary, to avoid, eliminate or minimise hazards.
- Ensure that reasonable steps are taken when procuring goods on behalf of Council including undertaking pre purchase risk assessments, risk assessments updated and any other compliance requirements relating to goods, services, plant and hazardous chemicals in line with procedural requirements.
- Keep work areas in a safe condition.
- Not to endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug.
- Not to interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.
- Elect WHS Representatives.
- Fulfill individual requirements to meet any documented WHS objectives arising from performance and development reviews.
- Support and use appropriate consultative structures.
- Contribute to a “safety first” culture.

Risk Management Responsibilities

- To actively contribute to and comply with Council’s Risk Management policies and practices.
- Ensure that all operational activities are conducted in an environment where risk is identified and assessed, and action plans are in place to remove or control and manage the risk.

Occupant: **Date Appointed:**

Occupant signature: ..... **Date:** .....

Approved by: **Manager People Culture & Safety** **No. of Sheets: 6**

Supervisor: **Senior Records Officer**

Supervisor signature: ..... **Date:** .....

SELECTION CRITERIA

ESSENTIAL CRITERIA

1. Commitment to ongoing study/training and personal development, including completion of a Certificate III in Business (or negotiated equivalent).
2. Willingness to develop effective telephone and front counter skills.
3. Sound interpersonal, verbal and written communication skills.
4. Demonstrated interest in providing quality customer service.
5. Sound numeracy and attention to detail.
6. Demonstrated ability to accept direction and work cooperatively in a team environment.
7. Basic Computer literacy, including familiarity with Microsoft Office programmes and a willingness to learn new systems and software.
8. Current Class C Drivers Licence

DESIRABLE CRITERIA

1. Developing knowledge of administrative procedures, policies and activities applicable to the position
2. Developing knowledge of the area covered by the Yorke Peninsula Council

SPECIAL REQUIREMENTS

1. Successful applicants will be required to:
   - prove their eligibility to work in Australia;
   - undergo a pre-placement medical assessment prior to finalisation of selection.
2. The qualifications, skills and experience outlined in this position description are ideals to which occupants will aspire.