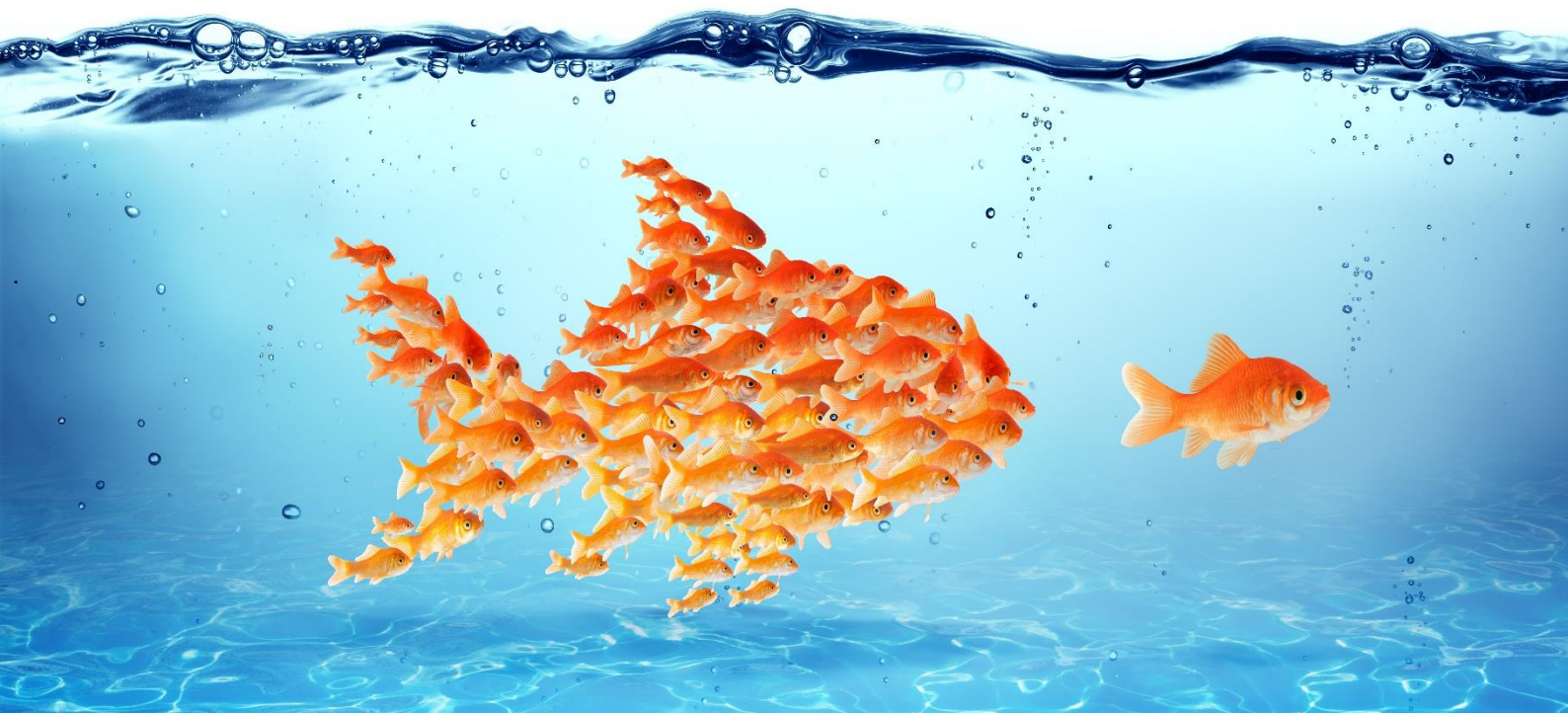


# Administration and Customer Service Skills Training Program

Helping you to grow.....



## What will I learn from the program?

The online training program will provide training in various soft and hard skills useful for administrators.

Topics include:

- Business communication
- Emotional intelligence
- Developing resilience in workplace
- Microsoft skills
- Work health and safety
- Records management
- Managing face-to-face and telephone enquiries
- Problem-solving and conflict management



## What's involved in the program?

The program will consist of a series of online training modules. Upon successful completion of the program, all participants will receive a certificate of completion and transcript of units to enhance their employability into administration and customer service roles. During the program, participants will be evaluated as to their suitability for future employment opportunities within Council.

## When will the program take place?

Those selected to participate in the program will be sent an online link to Council's eLearning system Litmos. The link to the program will last for a week, however the training modules will take approximately 6 hours to complete.

## How much does this training program cost?

Council is providing this training program at no cost to the selected participants. The program is voluntary, and participants may choose to withdraw from the program at any time.

## If you are selected to participate in the program, you will be expected to:

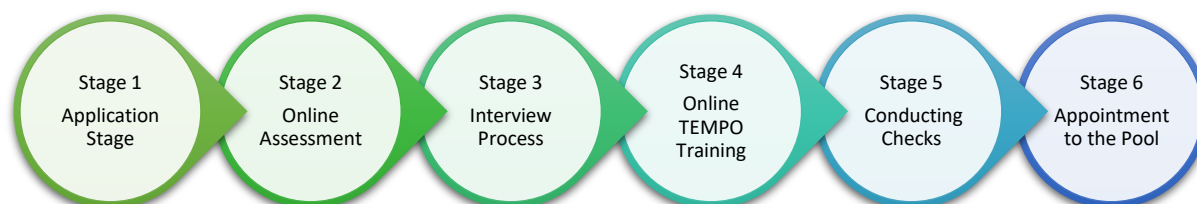
- confirm your availability to complete the training
- ensure that you can access the training on a computer monitor or laptop screen. If you do not have access to reliable internet or an appropriate device, please contact Jane McLoughlin on 4197 4320 to discuss options
- preserve the confidentiality of any private or sensitive Council information that you may encounter during the program

Additionally, Council may cease providing training to a participant for:

- providing false or misleading information to Council
- not completing any of the assigned tasks or assessments
- engaging in any activity or behaviour that reflects poorly on their character, affect Council's reputation or impacts the integrity of the training program.



## Overview of the recruitment process



### How does the application process work?

The program only has a limited number of places available and unfortunately will not be able to accommodate every candidate who applies.

Applicants who best meet the selection criteria outlined in the advertisement will be invited to complete an online skills assessment. Based on the assessment, selected candidates will be invited to attend an interview to discuss their suitability for the training program.

Following the interviews, a group of candidates will be selected to participate in the training program. Candidates who are not selected are encouraged to apply for any suitable positions via <https://www.frasercoast.qld.gov.au/working-for-council>.

If you have any questions about the training program, please contact Jane McLoughlin by phone on (07) 4197 4320 during business hours or by email at [TEMPO@frasercoast.qld.gov.au](mailto:TEMPO@frasercoast.qld.gov.au)

