

Trainee Position Vacant

...a little CRC

COMMENCEMENT: Late January or early February 2020

WHO ARE WE?

Northcliffe Community Resource Centre is a locally managed not-for-profit association. We provide computer training and support, Centrelink and internet access, laser printing, a photo 'lab', kids computing, access to online government services, room hire, and business and social development initiatives, activities and events.

WHAT IS A TRAINEE?

Trainees undertake study in the workplace in conjunction with their work duties. CRC trainees generally study in the area of Business. Studies are managed by a separate training organisation and are estimated to take up 25% of a trainee's time in the workplace. Therefore trainees are paid 75% of a normal wage. NCRC will pay your training fees. Trainees are expected to be self guided in their studies however they receive several visits per year from their training organisation. Mentoring and assistance is available from CRC staff and work performed at the CRC contributes to your qualification. You will finish your traineeship with a Certificate III or Certificate IV in your qualification area.

DUTIES AND TERMS OF EMPLOYMENT

Rates of pay will be negotiated based on capabilities/experience. Days and hours of work are flexible and can be negotiated to suit your family and other needs. The contract term is:

- 18 months for a part time trainee (21-30 hours per week), or
- 12 months for a full time trainee (38 hours per week).

The trainee will work alongside existing CRC Staff, our Manager and CRC volunteers. Duties will include customer service, cash handling, recording statistics and data entry, assisting customers with computer tasks, regular cleaning duties, opening and closing the centre and supporting CRC event delivery and projects. The

successful applicant will need to quickly develop their capabilities to operate CRC services and become able to staff the centre solo.

The trainee will also be involved in several one day work placements with our partner organisations.

THE IDEAL APPLICANT WILL...

Be reliable, trustworthy and accurate; be keen to learn; be a listener and a communicator; be self reliant; have basic computer skills.

Essential Selection Criteria

- Written and oral communication skills and basic math skills.
- Capability to perform tasks as directed.
- Willingness & aptitude in providing computer assistance to beginners.
- Willingness to be involved in community projects.
- Ability to pass a Working With Children check.

Desirable Selection Criteria

- Customer service and/or cash handling experience.
- Experience in creating documents.

Bonus Points

- Interest and/or experience in desktop publishing (creating pamphlets, labels, notices).
- Interest in art, design, photography or related area.
- A vision for the future of Northcliffe.
- Advanced computer skills.

Enquire in person or phone Graham Evans 97767330.

Assistance to apply available. Apply in writing in a maximum of 2 pages, addressing the criteria advertised above, plus a cover letter and resume by **COB Friday 3rd January 2020**. Lodge in person at Northcliffe CRC, or, mail to Graham Evans, NCRC, PO Box 133 Northcliffe WA 6262, or, email ncrc@northcliffe.org.au

Telstra Letter Scam

The letter came via Northcliffe post office in a glossy blue Telstra envelope which looked authentic. The envelope and letter had the right letterheads and no giveaway problems. The only clue that this was actually a fake letter was that the address details were old and a little strange.

The letter just said 'Please call us about your account', and had a 1800 phone number.

Luckily I had just enough suspicion to Google search the 1800 phone number to see if it was genuine. Telstra support and account numbers are very well advertised and all over the inter-

net so a 5 second google search would be an excellent check that I wouldn't be phoning a scammer.

There was only one relevant link in the search results. This was to the Telstra crowdsupport website. Sure enough someone else had received a letter in 2017 with the same 1800 phone number on it. It was identified as a scam.

It seems you can never be too suspicious! Upon further recollection it turns out that this scam letter was preceded by a scam phone call. When the phone scammer's bona fides were questioned they said they could prove they were legitimately Telstra by sending a letter. Cunning scammers!

Left: the scam letter and envelope printed in perfect, glossy, Telstra blue.



- Not all scams come via email - some come as real letters that can look completely authentic.
- When an email or letter suggests you phone a company and provides a phone number, independently look up the company phone number yourself and call them on that official number to check. Do the same with email addresses and regular addresses.

Monday, Tuesday, Wednesday 10am to 5pm • Thursday, Friday 10 am to 6pm



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We are a not-for-profit organisation supported by the Northcliffe Community and DPIRD:



Department of Primary Industries and Regional Development