

a little CRC...

THE MISSION of the NCRC is to provide access to technology, information, educational and creative opportunities...

THE VISION of the NCRC is for Northcliffe to be the home for new business, community and social enterprises.

NCRC is operated by and for the benefit of our community. The service is managed by both volunteers and paid staff. We currently have a board of management of 7 community volunteers and have three staff members.

NCRC provides computer training and support, Centrelink and internet access, printing, a photo 'lab', kids computing and access to online government services. We receive funding from Royalties for Regions and run social and business development activities.

The best part of working at the NCRC is that we can take a creative approach to fulfilling our mission. We have a fun team, a supportive committee, and a flexible workplace. We like to foster and make use of the unique skills our staff and volunteers bring to their jobs.

Job Opportunities at the Northcliffe Community Resource Centre (NCRC)

Trainee Position

**Full time (38 hours pw) or Part Time (approx. 30 hours pw).
12-18 mth contract. Training Wage \$16-\$18 ph**

As our trainee you will study in the workplace in conjunction with your work duties. You will become the face of the NCRC and provide initial customer contact and cash handling and will learn to deliver our services, assist customers and participate in projects.

You will study a Certificate II, III or IV in Business. Work performed at the CRC will be counted toward your qualification. Your studies will be managed by a training organisation and are estimated to take up 25% of a trainee's time in the workplace. The NCRC will pay your training fees.

You will be expected to be self guided in your studies however you will have support from your training organisation and the NCRC.

Essential Selection Criteria

- reliable work habits, accuracy and willingness to learn
- good communication skills, written and oral
- self reliant and capable of operating NCRC basic services with assistance and support
- basic computer skills
- capable of learning to provide computer assistance to beginners
- eligible for *Working With Children* clearance

Desirable Selection Criteria

- experience in a customer service and cash handling
- experience helping others to use their computers.

- experience in creating documents.
- an interest and some experience in desktop publishing
- previous involvement in community projects

Customer Service Role

**Part Time 15-25 hours pw (tbd) 6-12 month
contract (tbd). Wage: \$22.50 ph negotiable.**

You will be required, at times, to operate the NCRC in the absence of the Manager. You will take on management and training of the NCRC trainee. You will assist NCRC customers to solve their computer problems through provision of one-on-one training as well as ad-hoc assistance. You will assist the Manager to undertake actions according to the NCRC Action Plan. Other, many and various, project duties will be assigned from time to time.

Essential Selection Criteria

- reliable work habits, demonstrated accuracy and efficiency
- capable of operating NCRC services without assistance
- capable of following procedures and instructions
- demonstrated ability to solve computer problems as they arise
- understanding of computer and online security requirements
- eligible for *Working with Children* clearance

Desirable Selection Criteria

- experience in a CRC or similar environment
- experience in providing one-on-one computer assistance
- experience in desktop publishing (creating pamphlets etc.)
- experience in community projects

How Do I Apply?

To apply for either of these positions:

1. Write a letter, we suggest two to four pages long, telling us which position you are applying for, how you meet Essential Selection Criteria, and any Desirable Selection Criteria you wish to address.
2. For bonus points, if you have a vision of what social and economic development in Northcliffe could look like, please share it in your letter.
3. Provide a resume, we suggest two—three pages.
4. Provide 2-4 references.
5. Ensure that we can contact at least two of your referees.

Applications must not be hand written. We want to see that you can use technology, or at least that you are willing to have a go.

The Northcliffe CRC Manager can provide you technical assistance in putting together your job application if you need it. Visit the NCRC on a Monday, Tuesday, Wednesday or Friday for help.

Don't ask other NCRC staff for assistance with this task as they may be applying for one of the positions themselves.

Applications for both positions close at 5pm on 30th March 2016.

To make enquiries or submit your application you may email, post, or visit in person. The email is ncrc@northcliffe.org.au Type 'Confidential for Manager' in your email subject line.

Mailed applications:

Manager—Confidential
Northcliffe CRC
PO Box 133
Northcliffe WA 6262.

Monday, Tuesday, Wednesday 10 am to 5 pm • Thursday 10 am to 6 pm • Friday 9 am to 6 pm • Saturday 9 am to 12



Tel: 9776 7330
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PO Box 133,
Northcliffe 6262

Your CRC receives
support from



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