

## Selection Criteria

### Essential

1. An excellent telephone manner and good interpersonal skills;
2. Demonstrated commitment to quality client service;
3. An ability to relate to people from diverse backgrounds and cultures;
4. An ability to provide accurate and timely referral information;
5. Experience in a reception/office environment;
6. Ability to organise and prioritise workloads;
7. Excellent word processing, data entry and Internet search skills;
8. Experience of financial record keeping, invoicing and ordering;
9. Demonstrated experience of MS Word, Access and Excel and knowledge of EEO/AA principles.

### Desirable

1. Previous experience in a tertiary education or library environment;
2. Experience in collecting, organising and presenting information using the Internet.

5 December 2001

The Recruitment Officer  
Human Resources Department  
UNIVERSITY OF AUSTRALIA  
SYDNEY NSW 2000

Dear Sir/Madam,

***Re: Position of Information Assistant – 603345JOB***

I refer to your recent advertisement in the *University of Australia Human Resources Job Vacancies* web page and submit my application for the Information Assistant position with the Careers Service.

At present, I am working for a Project Management Company, Harris Lansdowne Pty Ltd, in a multi-faceted role as Project Administrator, Office Manager, and Personal Assistant. As part of my duties I am required to provide support to security management at Sydney International Freight Terminal for the implementation of checked freight screening and unaccompanied goods screening projects. This involves coordinating tasks in a timely manner to ensure effective implementation of the project, and providing general administrative & secretarial support to enable deadlines to be met. Additional duties involve assisting the Director of Harris Lansdowne to 'set-up' his relatively new company by controlling accounting procedures, creating

databases, ensuring company insurances are adequate, designing new company brochure, conducting research via the Internet and newspapers, and developing relationships with clients, suppliers and sub-contractors. With the project implementation scheduled, I am seeking a new role.

Having completed a Business Degree in Human Resource Management, and recently being accepted to study on a part-time external basis a further degree in Psychology, I am dedicated to developing a long-term career in Vocational Counselling. I truly believe that your position of Information Assistant in Careers and Employment can assist me greatly to begin a career in this area and that my project management, administration, marketing and IT skills can help to improve the service provision for UNSW students.

Enclosed for your perusal is supporting documentation for my application, including my response to your selection criteria and resume showing my skills and experiences.

I look forward to discussing my application further with you.

Yours faithfully,

**Alison Hunam**

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# Supporting Documentation

**Position of Information Assistant  
Careers Service  
603345JOB  
University Of Australia**

**Prepared by:  
Alison Hunam**

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## **Claim for Position**

- **An excellent telephone manner and good interpersonal skills**

Through various work experiences, university studies, and courses, I have been able to develop and demonstrate high levels of communication skills, especially over the telephone. Using my interpersonal skills and communicating with clients over the telephone has been my most enjoyable aspect of my working career thus far. My work experience has predominantly been within the insurance industry, and assisting clients over the telephone was a large part of the job. My understanding, friendly and energetic disposition has enabled me to succeed in developing good interpersonal relations with clients.

- **Demonstrated commitment to quality client service**

As a 'people-person', I naturally enjoy dealing with people. With good listening and interpretation skills, I am able to assist people with the highest level of service. Additionally, by being empathetic and supportive to problems or requests, I am best able to recommend an effective course of action, or assist in any way I can. Repeat Business has been a result of my commitment to providing quality client service.

- **An ability to relate to people from diverse backgrounds and cultures**

Being able to communicate with a large variety of people from diverse backgrounds is part of the wonderment of residing in Sydney. I am very committed to the principles of managing diversity and fully recognise its importance not only for my own self-enrichment, but also for the future of this country. In previous positions I have had the pleasure of assisting people from diverse backgrounds.

- **An ability to provide accurate and timely referral information**

An ability to provide accurate and timely referral information has been demonstrated whilst working as an Insurance Underwriter. In many instances due to underwriting guidelines, I was unable to assist a client in providing certain types of coverage. However with an accurate knowledge of the insurance industry and products, I was able to refer these clients to companies specialising in their requested coverage. Additionally, whilst working as an Employment Consultant, I was able to refer job applicants to other agencies or other job seeking ventures if I were unable to assist further.

- **Experience in a reception/office environment**

Whilst studying for my university degree, I have obtained extensive experience working in a variety of office environments, which includes both large call centre environments and small team focused environments. Experience has also been acquired in reception.

- **Ability to organise and prioritise workloads**

Excellent time management skills and the ability to prioritise workflow are important when dealing with many tasks at once, especially in a high volume environment. Managing company affairs for Harris Lansdowne whilst simultaneously assisting Sydney Freight with their large security screening project, shows many areas where this skill has been maintained. As a typical example, prior to the Olympic Games there was a period where the new baggage handling system at Sydney Freight was being implemented for the first time. This meant preparing airlines, security organisations and other stakeholders for the change by organising training sessions to make the transition as smooth as possible. This was an extremely busy time, and additional deadlines for Harris Lansdowne company issues such as insurances still also had to be met.

- **Excellent word processing, data entry and Internet search skills**

My data entry skills have been extensively used whilst working within the insurance industry. This included entering all new business into the mainframe system, carrying out endorsements and archiving files. With a very good eye for detail, my skills in this area are excellent. Word

processing of documents has been carried out extensively in preparing reports, letters, presentations and merging documents. Excellent internet search skills have been recently demonstrated in employment with Harris Lansdowne Pty Ltd whereby I have been given the opportunity to research government departments and organisations for the purpose of tenders, and to research office space for the purpose of locating a new head office for the company.

- **Experience in financial record keeping, invoicing and ordering**

In my present role as office manager, I am required to record accounts receivable and accounts payable, issue invoices to clients for our project management services, and order stationery to maintain the office. Other experience includes invoicing clients whilst working within the insurance industry and ordering goods directly involved in the project at Sydney Freight such signs and information cards.

- **Demonstrated experience of MS Word, Access and Excel**

Throughout my work history, I have used extensively Microsoft Office, which includes Word, Excel, and Access. Word has been used extensively in the preparation of reports and letters. Excel has been used in collating data for management reporting, creating graphs, and creating quotation systems for insurance. Access has been used for creating useful databases such as a company contacts database I created for Harris Lansdowne Pty Ltd, and a potential client database of over 800 film production companies whilst at Cinesure.

- **Knowledge of EEO/AA principles**

Having majored at university in Human Resource Management and studying subjects in EEO and Employment Law, I possess a very good knowledge of EEO/AA principles.