

Family Income Management Consultant

Selection Criteria

When addressing selection criteria it is important that you use examples to demonstrate how you meet the requirements of the position. An easy way to do this is to use the **STAR** model – that is:

Situation – provide a brief outline of the situation or setting of where and when you carried out specific task, used the required skill or demonstrated the particular knowledge;

Task – outline your role;

Approach or action – outline What did you do and how did you do it?

Result – What did you achieve? What was the end result and how does it relate to the job you are applying for?

To be successful in this position it is critical that you demonstrate sound ability, skills and knowledge in the following areas:

1. Business qualifications or a minimum 2 years demonstrated customer service and/or sales experience;
2. Expertise to consistently deliver a high level of customer service and develop and maintain on-going customer relationships;
3. Previous bank teller experience and/or knowledge including moderate math skills (addition, subtraction, multiplication, division).
4. Demonstrated working knowledge of Microsoft software (Outlook, Word, Excel);