

SELECTION CRITERIA

Essential

Skills/Techniques:

- Good administrative skills

Most of my duties carried out at UniServe Science relate directly to and require strong administrative organisational skills. For example, bulk mail out procedures, identifying, collecting and organising an extensive selection of web-based resources and providing administrative assistance for a tutor-training workshop. During work experience at David's Holdings, my duties as an office assistant included filing and sorting mail, preparing letters and answering phones.

- Interpersonal skills

I have had training in leadership skills and extensive experience working in teams, thus I am capable of communicating effectively with peers in a team, but also with individuals. My experience in customer service and as a mentor/tutor, SPOC volunteer and member of an Information Systems project demonstrates my ability to collaborate with others in a team to produce effective results and relate to people individually, at different levels, to identify and fulfil their specific needs.

- Well developed communication skills (written and verbal)

In the years 1998 and 1999 I participated in public speaking activities and have since developed my verbal and written communication skills at university, in the form of giving presentations and writing reports and essays at a distinction average standard. For my Information Systems Project, our team presented a comprehensive report, professional speech and PowerPoint presentation to the client, supervisor and academics. My previous work as a tutor, SPOC volunteer, mentor and peer support leader also required proficient communication skills, as I was providing support to people of different ages, backgrounds (with varying levels of English) or levels of technical or physical capabilities.

- Organisational skills

In completing assessments for numerous units of study at a time throughout my degree, I have demonstrated that I can work reliably in undertaking several tasks simultaneously. The development of my time management and organisational skills in dealing with concurrent tasks throughout my years of university study were refined in casual jobs I have undertaken during my degree, including BEAR Solutions and UniServe Science.

- Analytical skills

I needed sound problem solving skills and a good attention to detail for photocopier/printer repair and maintenance at BEAR Solutions, to ensure the

machines were operating smoothly at all times. In completing the Information Systems project for my IS major at university, I gained valuable experience in analysing and solving a real business problem at the Centre for Continuing Education. My team evaluated the critical business processes and performed a systems analysis on the Database Management System in order to make recommendations to enhance work processes used by Centre for Continuing Education, thus improve efficiency, employee morale and customer relations.

- Good word processing, spreadsheet and web-based skills

I have had extensive experience with the use of computers both over the course of my degree and during previous and current employment. Having completed an Information Systems major at The University of Sydney last year, I developed advanced skills in the Microsoft Office programs Word, Excel, PowerPoint and Access. At UniServe Science I demonstrated sound skills in the use of Microsoft Word and Excel in writing articles and developing resources for use by NSW Stage 6 Geography students and teachers. I was also required to update the UniServe Science web pages for NSW Stage 6 Geography resources, using HTML and Dreamweaver. I have also completed a short course in Adobe Photoshop at the Centre for Continuing Education in February 2003.

Experience

- Administrative experience in a responsible position

In my casual administrative positions, including UniServe Science and BEAR Solutions, I worked unsupervised and often I was required to use my own initiative to complete a task or solve a problem. Also, whilst I was employed by BEAR Solutions I assisted clients with the printing and payment systems, collected funds from the change machine at the end of each day, which required me to report the collection on a log and lock the money in a safe, and locked up the office on evening shifts.

- Considerable office experience, including use of Electronic mail and taking minutes/notes for meetings

For administrative positions in offices, such as David's Holdings and UniServe Science, I was required to take the minutes during meetings and use electronic mail for internal and external communications. I currently use Eudora for sending and receiving e-mail.

- Experience in organising functions, meetings and interviews

During my employment at UniServe Science, I provided assistance in organising a tutor-training workshop, including preparation of materials, name badges and registration of attendees. I also organised a conference when employed by BEAR Solutions; I prepared and circulated the agenda, invited delegates and arranged the venue and catering.

- Experience in managing and updating web pages and answering student questions via the web.

At UniServe Science, one of my roles was to identify, collect and create web-based resources for NSW Stage 6 Geography. This required familiarisation with the syllabus, searching the Internet for appropriate related web sites, collecting these together by syllabus topic and analysing the web sites in order to provide detailed information in assisting teachers and students in their application of such resources within their teaching and learning experiences. I was responsible for managing and updating this part of UniServe's website.

- Experience in University administration

The Information Systems project introduced me to one of the administrative information systems used by the University of Sydney, as the client was affiliated with the university. This included *PeopleSoft*, for maintaining and managing financial information across all departments. Both of my casual positions at UniServe Science and BEAR Solutions exposed me to university administrative procedures.

Desirable

Skills/Techniques

- Integrity, reliability, professional attitude and ability to liaise with academic and general staff as well as students

My role as a Student Point Of Contact volunteer contributed to experience gained in this area. I assisted new and existing students (both undergraduate and postgraduate) in all aspects of the university, including campus locations, events, course information, student services available and enrolment procedures. As part of my casual positions at BB's Espresso and BEAR Solutions, I provided a service to students and staff alike in a professional, reliable manner. At UniServe Science, I liaised with university academic and general staff during a tutor-training workshop. I am a trustworthy, dependable employee and I complete all tasks professionally and efficiently.

- Ability to work within both Apple and Windows computer environments

From my extensive experience with computers over the course of my studies in high school and university, I have general word processing, spreadsheet and database capabilities. That is, I am familiar with programs other than Microsoft Office and am able to work on both Macintosh and IBM computers.

Experience

- Experience in a similar position preferably within the Biological Sciences

My previous employment with UniServe Science illustrates my experience in a tertiary education environment, within the Faculty of Science. Refer to *Experience in university administration* for more information.

- University degree

I graduated with a Bachelor of Science from The University of Sydney in May 2003.

Other

- Ability to maintain confidentiality

At BEAR Solutions I maintained personal and accounts information in the client database. I understand the responsibilities of respecting individual's privacy and adhering to policies involving confidentiality of personal and business details. During my studies at both high school and university, I undertook many extracurricular activities that involved working with people with disabilities, such as tutoring, notetaking and exam assistance. I was required to maintain confidentiality, not only for protocol but also to develop trust with the people I was providing assistance to.

- Ability to work independently and as part of a team

I have had training in leadership skills and extensive experience working in teams, thus I am capable of communicating effectively with peers in a team, but also with individuals. My experience in customer service and as a mentor/tutor, SPOC volunteer and member of an Information Systems project demonstrates my ability to collaborate with others in a team to produce effective results. In many of my casual positions, including UniServe Science and BEAR Solutions, I worked unsupervised and often I was required to use my own initiative to complete a task or solve a problem.