

TRAINEESHIPS

ADDITIONAL INFORMATION

The City of Coffs Harbour is dedicated to providing traineeship opportunities on a regular basis. Our supportive and knowledgeable teams are committed to working with you to ensure that you learn and thrive, laying a strong foundation for your career.

Below is some additional information to assist you in selecting the traineeship that aligns with your interests, skills, and career objectives.

WHAT TYPE OF WORK WILL I DO IN MY TRAINEESHIP?

Civil Construction Trainee (Plant Operations): *Mechanical & Electrical, Water and Wastewater Services*

The Civil Construction Trainee is required to carry out duties as directed by the Supervisor/ Team Leader and Works Supervisor. The duties include operating HR truck, Backhoe, Excavator, Wheel Loader or other plant assigned once you have been deemed competent and hold the appropriate accreditation. Carry out routine daily checks and maintenance on all City-owned or operated plant and report malfunctions or breakdowns in accordance with established procedures.

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert III in Civil Construction Plant Operations. The successful candidate must be willing to obtain a Whitecard as part of this Traineeship.

What does the Qualification involve?

This qualification reflects the role of individuals working as skilled operators with civil construction plant, who apply a broad range of skills in varied work contexts, using some discretion and judgement and relevant theoretical knowledge. These individuals may provide theoretical advice and support a team.

Customer Service (Customer Resolution) Officer: *Engagement Group*

You will be providing customer service assistance to resolve queries from internal and external customers of the City by:

- Acting as a first point of contact for the City in a way that is positive, helpful and professional. This will include face to face contact at the Customer Service counter, answering telephone calls and assisting with the management and processing of the corporate email account.

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- Resolving customer enquiries at the onset (from all contact channels), within the team's area of delegation and responsibility by using the information systems and knowledge available.

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert IV in Business Administration.

What does the Qualification involve?

Build on your existing administration skills with the Certificate IV in Business (Business Administration). This qualification will ensure that you have the necessary customer service management, safety and workplace communication skills to be successful in your chosen industry.

Environmental Health Officer (*Identified position): *Public Health & Environment, Sustainable Places Group*

This role has been classified as an Identified Indigenous position. You will assist with undertaking activities to ensure public health and environmental management regulation and associated functions meet the expectations of the City's Management plans, policies and of the community.

They will assist the Environmental Health Officers in duties not limited to:

- public health programs including but not limited to; food businesses, skin penetration premises, public pools, water cooling and warm water systems, boarding houses
- environmental management including but not limited to contaminated land, acid sulphate soil, noise, air, land and water pollution
- assessment and determination of applications including but not limited to caravan parks, mobile food vendors, and on-site sewage management systems
- development application referral assessment

What is the Qualification and over what period?

This is a six-year (part-time) Traineeship gaining a Bachelor of Science (Environmental Health) through Western Sydney University. The successful applicant must have completed their year 12 Higher School Certificate and be willing to obtain a Whitecard as part of this traineeship.

What does the Qualification involve?

The *Bachelor of Science (Environmental Health)* (three years full time) prepares students for professional careers in the environmental health field, either as environmental health practitioners or officers (particularly for those wishing to pursue a career with local or state authorities) or in a range of other professional capacities, such as food and waste management consultants, communicable disease control, health promotion, health and environmental policy and sustainability positions.

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Financial Support Officer: *Financial Support, Finance & Logistics Group*

The Financial Support Officer Trainee will undertake a range of activities across the Financial Support team including, but not limited to:

- Provide administrative and process support across both our Revenue and Accounts payable team
- Complete required administrative tasks including updating and maintaining financial records
- Assist with customer enquiries in an accurate and professional manner
- Provide assistance with the recovery program for the City's debtors
- Provide assistance to payroll and other areas of the Financial Support team as required

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Certificate IV in Accounting and Bookkeeping.

What does the Qualification involve?

This qualification reflects the job roles of workers in the accounting industry, including BAS Agents and contract bookkeepers; and of those employees performing bookkeeping tasks for organisations in a range of industries. It includes preparing and lodging business and instalment activity statements, and providing advice or dealing with the Commissioner on behalf of a taxpayer in relation to activity statements. Individuals in these roles apply theoretical and specialist knowledge and skills to work autonomously, and exercise judgement in completing routine and non-routine activities.

Groundsperson: *Coffs Coast Holiday Parks, Commercial Business Units*

Working across all four of the City's Holiday Parks, you will assist in maintaining the grounds and facilities at the Coffs Coast Holiday Parks to a high standard by:

Mowing and keeping tidy grassed areas; planting and trimming gardens, cleaning amenities, cabins, and facilities as required and carrying out repairs in accordance with regulated practices & best practices, and servicing and maintaining the swimming pools.

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert III in Holiday Parks and Resorts. The successful candidate must be willing to obtain a Whitecard as part of this Traineeship.

What does the Qualification involve?

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This qualification reflects the role of individuals who use a range of well-developed operational skills and knowledge of industry operations to complete work activities. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This qualification provides a pathway to work in holiday parks and resorts in grounds maintenance or as a multi-skilled worker across different operational areas.

Horticulturalist: *Open Spaces, Transport and Open Spaces Group*

Working in the Open Space Service Section, you will perform duties across a number of the City's facilities including Botanical Gardens and Cemeteries – and perform duties to assist with the City's mowing, horticultural and weed teams.

You will undertake hands-on duties such as mowing, planting, mulching, fertilising, spraying (herbicide/pesticide), and watering.

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert III in Parks & Gardens. The successful candidate must be willing to obtain a Whitecard as part of this Traineeship.

What does the Qualification involve?

Horticulture is the science of growing plants—this includes flowers, trees, grass, seed collection, fruit and veggies. A horticulturist might work in a production nursery, a garden centre or retail nursery, which sells plants to consumers and commercial clients such as landscape designers. Some might work in parks and gardens, while others might be involved in research and development or discovering new species of plants.

Nurture your green thumb and watch your career bloom in a rewarding industry as a horticulturist, landscaper or gardener. Learn to create and nurture green environments that are both beautiful and functional including parks, gardens and nurseries.

Human Resources Officer: *Human Resources, Organisational Development*

The Human Resources Trainee will experience, learn and be mentored in a range of facets of the HR function. Working closely with the Talent team to learn end-to-end recruitment and strategic talent identification; learning and development practices, from record administration, booking and management of the corporate system for fundamental corporate and compliance training, processing of staff requests for learning and development opportunities in accordance with procedures; shadow our Human Resources Business Partners who have a wealth of generalist HR

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knowledge and experience from workforce planning, succession planning, remuneration, strategic HR development; performance management and project work; work with our Work Health & Safety team learning the fundamentals of workers compensation, safety inspections and safety practices and advice in accordance with legislative documentation and established procedures.

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert IV in Human Resource Management.

What does the Qualification involve?

The Certificate IV in Human Resource Management covers all key HR functional areas to ensure a solid knowledge base for those entering the HR profession or those wanting to learn specific aspects of HR. By focusing on the policies and procedures that drive your recruitment, appraisal, industrial relations and retention processes, this Certificate IV qualification will ensure that you have a strong skill set in each HR specialist area.

Laboratory Technician: *Coffs Coast Laboratory, Commercial Business Units*

Under the direction of the Laboratory Manager and/or the Laboratory Technical Assistant, you will assist with routine sampling and testing programs, provide assistance by collecting, correlation and analysis of data; and provide support to all staff in routine chemical / microbiological analyses and equipment calibration. You will also perform administrative duties and provide customer service support to laboratory clients.

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert III in Laboratory Skills.

What does the Qualification involve?

This qualification covers the skills and knowledge required to perform a limited range of laboratory operations across all industry sectors and is the entry-level required for laboratory personnel across all industry sectors.

Employment outcomes targeted by this qualification include laboratory technicians, instrument operators and similar personnel.

Laboratory technicians perform straightforward laboratory work. They follow set procedures and recipes and apply well-developed technical skills and basic scientific knowledge. They generally work inside a laboratory but may also perform technical tasks in the field or within production plants. They may also perform a range of laboratory maintenance and office tasks.

Laboratory technicians perform straightforward technical tasks to prepare and test samples. These tasks generally require close attention to detail and the accuracy and precision of measurements. They may require the use of manual or semi-automated techniques to:

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- operate test equipment and instruments and make limited adjustments to their controls.
- process and record data and recognise trends and out-of-control conditions
- solve predictable problems using clear information or known solutions. Where alternatives exist, they are limited and apparent
- work under close and regular supervision, although they may have autonomy for specific tasks and responsibility for their own outputs
- take decisions within defined limits of responsibility
- work as part of a team

Procurement Officer: *Contracts and Procurement, Finance & Logistics Group*

The Procurement Officer Trainee will work closely with the procurement officer and perform a range of activities including:

- Act as a liaison for general staff enquiries
- Provide support and administrative assistance for the Team Leader Contracts and Procurement
- Provide support in procurement-related activities to the organisation
- Provide assistance to the delivery of effective stores operations
- Support the delivery of procure-to-pay improvement initiatives
- Assist with Purchasing and Disposal requirements including creation of purchase order requisitions, verifying and amending data as required, creating manual purchase order requisitions for outdoor staff; assisting with the verification of local, state and contracts and procurement contracts before receipting of invoices; assist with the administration and maintenance of regional procurement tenders as required
- Assist with the maintenance of the Asset Register for all office equipment

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Certificate IV in Procurement and Contracting.

What does the Qualification involve?

This qualification allows for the attainment of occupational-specific competencies for those responsible for the procurement of goods and services. It covers the broad range of skills required to operate without supervision in a procurement and contracting environment.

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Survey and Design Officer: *Asset & Survey Design, City Infrastructure*

Under the direction of highly proficient mentors and colleagues, you will gain skills and experience across a broad range of engineering functions by initially assisting in the following areas and progressively developing skills to work autonomously:

- Investigations, calculations, surveys, sampling, testing and site inspections
- Basic Engineering design
- Drafting - CAD and manual
- Project planning, basic data acquisition and analysis relating to project budget management and management of corporate records relating to project work
- Preparing contract documentation, reports, correspondence and estimates
- Asset Management
- Traffic Management
- Attend to general public enquiries both at the counter and written submissions
- Liaison with colleagues, project managers, community and contractors
- Review of tender submissions
- Operational and field work where required

What is the Qualification and over what period?

This is a two-year Traineeship gaining a Cert IV Civil Construction Design, and you must have completed Year 12 High School Certificate as a minimum.

What does the Qualification involve?

This qualification reflects the role of people providing design support for professional Engineers. They perform tasks involving a broad range of varied activities most of which are complex and non-routine, for example, this might include civil works drafting. They are responsible for applying the design work instructions and practices to ensure the quantity and quality of the output of others and contribute to the development of technical solutions to non-routine problems.

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