

Application Guideline on Addressing Selection Criteria

Terms

Selection criteria may be categorised as essential or desirable criteria. Essential criteria are considered to be mandatory and the applicant must meet the 'essential' criteria in order to be considered for a role. Desirable criteria are those considered to be important, but it is not necessary for applicants to have the qualifications/skills outlined in the 'desirable' criteria.

Where do I find the Key Selection Criteria?

The selection criteria are outlined in the Position Description. It documents the qualifications and experience, skills, knowledge and understanding, and abilities a person must possess to properly perform the key responsibilities of the position.

How do I address the Selection Criteria?

It is important to consider the following tips when addressing selection criteria:

- **Read the position description thoroughly.** Understand the duties and responsibilities of the position and provide relevant examples.
- **Analyse each selection criterion.** Skills required may be at different levels, such as excellent, well-developed, sound knowledge of, demonstrated ability, and ability to develop. The type of wording typically used indicate the level sought for that criterion.
- **Address each selection criteria individually.** Use each of the key selection criteria as a separate heading and summarise in the space below how your skills and experience are relevant for that particular area.
- **Support your claims with evidence.** Avoid unsubstantiated statements and demonstrate your skills and abilities by using relevant academic or previous work experiences to support your claim to meet the criterion.

All applications ***must*** address the key selection criteria. The selection panel will use all the information in the submitted application to assess how well an applicant meets the selection criteria. An application that fails to address the stated selection criteria may not be considered.



Statement addressing the Selection Criteria

EXAMPLE ONLY

1. Qualification in related field, or experience in a similar role.

I possess a Certificate IV in XXXX. I'm currently undertaking study in Diploma of XXXX and working towards completion and expect to finish the course in two months.

2. Excellent interpersonal and customer service skills.

I have been employed in customer service roles for companies over the past XX years. In my previous role, I acted as the primary point of contact for our department. I was responsible for answering general enquiries, this can either be via phone or email. I make sure to respond in a timely manner, or I will seek assistance from my colleagues or manager if I am unable to answer the query or concern.

I also worked as a Front Office Associate for XX years and this role is focused on providing exceptional customer service for all customers and clients alike. This could range from answering a busy phone switchboard while dealing with customers at hand waiting to be checked-in/out, assisting walk-in customers for reservations, answering enquiries, etc. Using the methods we were taught in our training, I've gained the ability to be proactive which helped me resolve the service concerns, being attentive to customer needs, and provide a comfortable experience to those who were staying with us for the first time, or were regular customers. I was often thanked by our customers at the end of their stay, and our team has been commended multiple times for excellent customer service.

3. Good computer skills, with experience in using MS Suite applications and programs to produce correspondence and reports.

With both academic and work experience, I have experience using several computer applications and programs. I am proficient in the use and functions of Microsoft Office Suite programs such as Word, Excel and Outlook. In my current and previous roles, I use Excel to maintain the employee database, I draft content and reports using Word, and use Outlook to send and receive emails. I am able to learn new systems quickly.