

Selection Criteria Examples

Category	Record of Criteria Responses
Communication Skills	Highly developed interpersonal and communication skills: During my tenure with <i>***Company Name***</i>, it has been essential to utilise my interpersonal and communication skills in an IT systems support environment. I have often needed to communicate effectively with people with very low computer skills, people with urgent and demanding requests, and people at all different levels of the organisation. My communication skills in this area have been proven with consistently excellent customer satisfaction results over the past 18 months. Prior to this, all my work experience has been dealing intensely with customers. This experience has allowed me to be able to build rapport easily with people, even when communicating by phone and email, a skill I feel is imperative in this type of work. In my volunteer work as a dog obedience instructor, over the past 10 years, I have held numerous committee positions, as well as Chief Instructor in charge of training. This has allowed me to utilise my interpersonal communication skills for member relations and public liaison. Finally, my 10 years as a dog obedience instructor, has seen me employ my communication skills for training purposes, training dog owners in basic obedience. This has given me a great deal of confidence in expressing processes and procedures, as well as developing my presentation skills. Excellent written & verbal communication skills: Written Communication Skills: In my current role with <i>***Company Name***</i>, I am responsible for editing and proofreading professional documents for example, proposals, reports). I am also required to write draft reports from notes, and draft letters. In my role with <i>***Company Name***</i>, I was responsible for writing reports for the managers, writing the newsletter, writing emails to head office, writing letters and other correspondence to suppliers and customers. In my volunteer roles, I have spent time in a book review role, as well as Secretary for a number of committees (<i>***Volunteer Organisation Names***</i>) and so have been responsible for meeting minutes and agendas, marketing material, flyers, newsletters, etc. Verbal Communication Skills: My work with <i>***Company Name***</i> saw me being frontline support for the managers, as well as customers needing assistance and helping other staff and volunteers. All of these people sought information and clarity on my tasks, and I needed to deliver this in a manner that was true and correct, but also easily understood. To do this, I used my active listening skills. The queries and issues were extremely varied, including understanding an issue and then referring the person elsewhere. Frequently, English was the person's second language. In these cases I needed to ensure that the information I provided was clear, concise and relevant. I also made sure to modify my language to cater to the individual that I was communicating with, in order to maximise their understanding, and I sought feedback to ensure understanding.



Excellent oral communication skills

Having spent the last 5 years in a customer service role with ***Company Name***, I have developed my communication skills. I have dealt with customers both face-to-face and over the phone. I have a calm, polite and professional approach, I listen carefully and then respond helpfully. I was often presented with customer questions about products, and needed to listen and then use my product knowledge to suggest the best solution for them in terms of what products to buy. I also have experience in my own business, doing quotes and estimating jobs, listening to, and advising people on work they want done.

Excellent command of the English language and related grammar conventions, both written and verbal

I am comfortable, and capable, communicating verbally at any level. I am able to articulate ideas and establish rapport in many settings. I am able to adjust my language and other communication aspects appropriately to take into account age, gender, and culturally and linguistically diverse attributes of the person. As examples, I worked with a Culturally and Linguistically Diverse (CALD) organisation, where many of the staff that I liaised with to successfully complete a project, have English as a second language. I enjoy presenting to groups, whether training, facilitating or public speaking, and it is something I have depth and breadth in, and am comfortable doing. For example, facilitating Board level strategic planning meetings, public forums for Councils of 100+ members of the public and presenting to senior police and magistrates in Restorative Justice work.

My written communication skills are extensive. I have experience writing Annual Reports, policies and procedures, official Court Reports, business proposals, business quotes, project communication e.g. newsletters, and government tenders. I have also trained other organisations in developing and writing business documentation (for example, policies and procedures), these being community service agencies, government agencies and small business. I am happy to provide examples of my written communication if appropriate.

Computer Skills:**Basic computer skills:**

I have basic computer skills, using computers at ***Company Name*** where I was responsible for updating their computer systems to ensure that the levels of stock and inventory were accurate. I have also used computers in my own business for quotes, writing reports, invoices and business emails, etc. I have basic and sound knowledge of MS Word, Excel, email, internet.

Sound computer skills:

I have sound computer skills, using internal computer systems at ***Company Name*** for updating levels of stock and inventory management. I have also used computers in my own business for quotes, writing reports, invoices and business emails, etc. I have basic and sound knowledge of MS Word, Excel, email, and using the internet.



Intermediate computer skills – Word, Excel, Internet and Outlook:

I have an excellent working knowledge of Microsoft Office, having used it in all previous employment positions. I currently use MS Word for correspondence (letters, faxes, reports, Information Fact Sheets & swimming achievement records), in my role as ****Job Title****. I am fluent in the use of email packages, and utilise it as an important communication tool in every role I undertake. I have good MS Excel skills (using this both in my ****Job Title**** role and my ****Previous Job Title**** role) and have utilised Powerpoint and Publisher and have basic skills in these.

I have competency in other computer programs, MYOB (small business financial application) & internet research skills. In my accounts payable/receivable roles I was required to use in house accounting packages and data management systems that were specially tailored to the industry. I was involved in the design of these packages and was also responsible for trialling this software before it was implemented.

Sound computer skills in MSWord, Excel and Outlook

I have excellent experience, and intermediate skills, in using the Microsoft Office Suite. I use MS Word currently, and have for many years, for correspondence (letters, faxes, reports, record keeping) and can undertake advanced duties for example, Table of Contents, Mail Merge, Track Changes, formatting using Styles, etc. I have used Excel to create my own databases (for example, contact lists) and also creating and updating spreadsheets to collate and present survey results using formulas. In addition to these packages, I have used Powerpoint to create draft presentations for my work with ****Company Name**** and have used Publisher to create and edit the Newsletter at ****Company Name****. I have used MS Access databases that have been specific to the role that I am working in, for example the **** Database* within ****Company Name****. I am fluent in the use of email packages including MS Outlook, using this in both my work and personal email. I am able to research using the internet and my typing is proficient.

