



## **Career in DEFENDING PUBLIC SERVICES**

### **Casual Workplace Relations Officers (several positions)**

The Public Service Association of NSW represents a diverse range of employees working under both State and Federal Instruments. It is the leading voice in NSW for the rights of public sector workers.

The Association is recruiting suitable people to train as Advocacy and Case Management Officers (ACMOs) to work within its Member Support Centre (MSC). The MSC is the PSA's call facility, providing a direct line to the PSA for members requiring advice and support on workplace related matters. The MSC is centrally located in Sydney at PSA Head Office in Clarence Street (near Market Street), with easy access to public transport.

Successful applicants will be responsible for providing information, support, advice and representation to members and delegates on issues that affect their working lives. Working with the PSA's professional staff, successful applicants will bring valuable communication and customer centric service skills to the PSA. A relevant tertiary qualification is desirable.

This role is an excellent opportunity to contribute to and promote the positive work of the PSA in protecting jobs and workplace rights. Successful applicants will be provided with opportunities to utilise their full skill base and problem solving skills in a very dynamic environment.

The MSC is open 9am till 5pm. Working hours and days are negotiable, offering successful applicants flexibility and the opportunity to earn approximately \$44 per hour.

### **Selection Criteria**

- Demonstrated ability to critically analyse complex written materials and to tailor advice appropriately.
- Excellent listening, interpersonal, verbal and written communication skills.
- Knowledge of the State and federal Industrial Relations systems.
- Demonstrated ability to follow direction, exercise initiative and independent judgment.
- Commitment to the principles underpinning the union movement in Australia including transparency and accountability.

### **Applying for this position**

Applicants are required to email a resume and a covering letter to Ciarán Cullen on [CCullen@psa.asn.au](mailto:CCullen@psa.asn.au) by **close of business Friday 13 February 2015**.

The covering letter should be no more than two pages and should provide an overview of your relevant experience. While you do not need to address each of the above selection criteria individually, the information you provide should demonstrate your suitability for this role.

For further information, please contact Ciarán Cullen on (02) 9220 0931 or via email at [CCullen@psa.asn.au](mailto:CCullen@psa.asn.au).