HR Manager

City of Casey

VICTORIA **REF: Development Support Officer**

Dear Sir / Madam

Being a dynamic, self-motivated and service oriented professional with over ten years’ experience in administration and customer care, I am confident I will make an outstanding addition to the Statutory Planning & Building Services Department. Currently studying a Diploma in Leadership and Management, I also hold a Certificate IV in Training and Assessment, and in Business Administration. I focus on delivering high quality work that exceeds expectations, and am a team player with effective interpersonal and communication skills who develops productive relationships with clients, management and peers. Over the course of my career, I have developed a strong skill set including:

* Highly skilled in workflow management, data entry, correspondence and filing, as demonstrated at Queensford College, a Registered Training Organisation
* Outstanding ability to multi-task and provide advice on a range of administrative issues
* Demonstrated capacity to develop and maintain comprehensive administrative processes that improve the efficiency of day-to-day operations
* A customer-centric approach with strong interpersonal skills to engage the customer, successfully building rapport to ensure high levels of client satisfaction
* Proficient in using MS Office applications and other software
* A reputation for being a self-directed worker who uses initiative to get the job done in fast-paced work environments with demanding deadlines
* Works comfortably and efficiently in busy environments and quickly grasps new concepts and processes

I strive for excellence, work with utmost pride and continuously look for ways to improve and increase knowledge relative to the job. I look forward to discussing further how my previous work experience and history of success show that I will be a positive asset to the City of Casey.

Yours faithfully

Esther Finne-Larsen

*Encl: Résumé*