

## Selection Criteria – JYOTI JALWAL

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### **Demonstrated ability to deliver programs to the community with a focus on the early years**

A certificate of achievement in Early Childhood Education and practical knowledge gained through participating in community programs, volunteering experience in teaching English and Computer to young children; I've learnt how to deliver and promote community programs focusing on the early years, assisting in providing the right learning material. In addition, as an AMES volunteer tutor, I'm demonstrating my skills to prepare appropriate sessions responding to learner need.

### **Demonstrated communication skills including an ability to create positive working relationships with the community and team members**

With experience as Customer Service Representative, participation in community programs like "sip and stich", "story time", I hold excellent interpersonal and active listening skills and assisting people pro-actively from diverse cultural backgrounds.

### **Ability to solve problems**

Having a solution-oriented approach in mind, breaking complex problem in group of small interconnected problems I aim at finding best possible solution by looking at it through customer's point of view.

### **Strong IT skills that support customer use of technology**

Through Brimbank community learning programs in IT and fortunate to have my husband as a Senior Technology Specialist in IT, I've gained excellent knowledge of software and hardware including recovering from troubleshooting.

### **Ability to work in an innovative environment embracing change**

Working as Customer Service Representative I challenged the status quo and came up with a unique idea of getting customer feedback. My last employer appreciated it.

### **Demonstrated flexibility in managing priorities to meet service expectations**

Having a whiteboard at home to write, plan, prioritise my daily tasks I always exceed the expectations. Family commitment, online course, social obligations, raising a kid and participating in volunteering programs are just to name a few to give you a glimpse of what my daily activities include.

### **Strong customer service skills and experience**

Through diverse experience working as Customer Service Representative in Pizza shop, I've a proven record of delivering excellent customer service skills.

### **Ability to work in accordance with our values and behaviours**

Living and working together in a joint family, respect for elders and love for children, which comprise strong moral principals are ingrained in me through my culture. Always practice in endeavour to achieve best results by various means including being humble and kind while communicating directly.

### **VCE or equivalent as a minimum requirement**

Bachelor of Arts.

### **Ability to speak a community language**

I speak Punjabi and Hindi as my home language.