

07/06/2014

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To,
Jane McKellar
Brimbank Libraries,
Brimbank.
Position Title: Library Customer Service Officer
Reference Number: 10097

Dear Madam,

As you pursue my resume and selection criteria you will see that I have the skills, experience and education to meet the key requirements.

- With extensive experience in working with children, excellent communication skill in listening to and assisting children from different age group of diverse cultural backgrounds, passion and enthusiasm to work with communities, and achieving personal contentment by making a difference to the human lives holds me perfect for this opportunity.
- With my strong interpersonal, soft-spoken communication skills and healthy non-judgemental attitude, I'm able to attract the attention and can pro-actively assist customers in every possible way.
- With a sense of how I would like to be treated, I'm able to provide excellent customer service and always look for a scope for improvements and firmly believe in lifelong learning experiences.
- Currently volunteering as an AMES tutor, I'm pursuing my passion to work with communities and also improving skills and ability to build and maintain good relationships with diverse group of individuals.
- Coming from an Indian background, fluency in Punjabi (key community language) and Hindi languages, also, my presence and my values which aligns with the Brimbank Council, I can certainly help the organisation in achieving its vision of being proud, diverse and connected community.
- My personal preference to have just one permanent part-time job gives the full availability expected from this role while allowing me to manage my volunteering and family commitments.
- Being an organised and confident person, in this role I look forward to getting an opportunity to meet culturally diverse people, and their area of interest in the most positive ambience to connect with.
- I have tried working in a Pizza shop but quitted because I realised that my interests are more aligned working with the communities.

With this brief cover note, I sincerely request you to have a look at my hand-written selection criteria and resume and give me an opportunity to meet face to face to actually demonstrate my eligibility for the role I've been waiting since long.

Yours Sincerely,
Jyoti Jalwal.