



FAN Job Description Sample

Job Description¹

Job title: <insert job title>

Reporting to: <insert supervisor's title>

Salary: <insert salary per hour/annum or total package including base salary, superannuation, commissions or benefits>

Hours: <insert average number of hours per week or type of employment such as casual, part-time, full-time>

Location: <insert location of the position and any travel required>

Purpose of the position: <insert short paragraph which describes the overall purpose of this position and how it contributes to the goals or function of the business>

E.g. (Customer Services Representative): Responsible for acting as a liaison between customers and companies. Assists with complaints, orders, errors, account questions, billing, cancellations, and other queries.

Key responsibilities & duties: <insert the main responsibilities and duties of the position (10 maximum). Then list the skills or competencies necessary to complete those duties. It's also worth thinking about how important each duty/competency is e.g. how much of the job will be spent on each duty and is it a must have competency someone needs to bring to the job on day one or can they be trained?>

E.g.

Duties of the role	Competencies sought	Essential or Desirable (can be trained)
e.g. Resolve customer complaints via phone, email, mail, or social media.	Excellent Written and Oral Communication skills	Essential
	Problem solving skills	Essential
	Conflict resolution skills	Desirable
	Friendly manner	Essential

¹ A good resource to give you some ideas to help write a job description is www.onetonline.org/find/.

Duties of the role	Competencies sought	Essential or Desirable (can be trained)
e.g. Assist with placement of orders, refunds, or exchanges.	Excel database skills Good organisational skills Strong attention to detail Negotiation skills Numeracy skills	Desirable Essential Essential Desirable Essential
e.g. Sell products and services.	Sales Skills	Desirable
e.g. Support sales staff and work with customer service manager to ensure proper customer service is being delivered.	Team orientated approach	Essential

Academic & trades qualifications:

Essential	Desirable
e.g. Level 2 English and Maths	e.g. Certificate in Office Administration

Work experience & skills:

Essential	Desirable
-	e.g. Experience working in a retail or customer services environment

Additional Knowledge, Skills & Abilities:

Essential	Desirable
e.g. Willingness to learn	e.g. Bilingual
e.g. Ability to work autonomously and as part of a team	
e.g. Ability to follow instructions and adhere to standard operating procedures	



<concluding paragraph>

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

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