

Recruitment and Selection at Dalrymple Bay Coal Terminal Pty Ltd

Dalrymple Bay Coal Terminal Pty Ltd is an Equal Employment Opportunity organisation, aiming for a fair, consistent and equitable recruitment process.

Application process

The first step in the recruitment process is your online application. Your online application should provide information about your professional and educational background to demonstrate that you meet the requirements for the role. It is also important that you take the time to read the position description carefully and make sure that you show that your experience and skills match what is required for the role. Once we have received your completed application for employment via our website, you will receive a confirmation email. We will not consider incomplete applications.

Cover Letter

A cover letter is your selling tool to showcase why you are the best candidate for the role. This is your chance to explain and show how your prior work experience; knowledge; skills and strengths make you the best candidate for the position. A good cover letter should be no more than one page long; targeted to the position; clear and concise and maintains a professional and positive writing tone.

Resume

A resume is your personal advertisement, your chance to stand out from the crowd. Make sure that in your resume you provide a summary of your professional and educational background and skills. Tailor your resume to demonstrate how your skills; knowledge; strengths and professional work experience matches the role. Take out details that are not relevant to the position you are applying for and emphasise the skills that match the position.

Ensure your resume is structured appropriately and contains the following information:

- Contact details: Name; address; telephone numbers and email address.
- Education: Details and dates of your education, training and/or study achievements
- Skills: A few dot points highlighting your major skills e.g. High level customer service skills including the ability to sensitively communicate with people from diverse backgrounds.
- Employment History: Starting from your most recent position: Title; company and specific dates you worked there and the accountabilities. It is usual to list your last 5 positions in detail, then list the remaining.
- References: Two work references.

For more information on how to write a cover letter and resume, see the Application Resources on the website

Short listing process

A recruitment panel reviews all applications and determines suitability by assessing the applications against the selection criteria. If you are unsuccessful at this stage, you will receive notification via email. When there are high volumes of applications received for a position, we may not be able to notify unsuccessful applicants before the full process is complete.

Phone Interview

The recruitment officer will invite short-listed candidates to attend a phone interview with the recruitment panel, details of the interview will be emailed prior. The interview will be a combination of background questions, behavioural based questions (see below for more information regarding behavioural interviewing) and technical questions. The objective of this phone interview is to further assess if your skills, qualifications and experience match the job requirements and behaviours as detailed in the position description and agreed selection criteria. The recruitment panel will determine if your application will progress to the site interview stage based on the results from this interview.





Site Interview

If short-listed from the phone interview, the recruitment officer will invite you to attend a site interview with the recruitment panel. A site interview will involve a face-to-face interview consisting of background questions, behavioural based questions and technical questions; psychometric testing and a tour of the terminal. You will receive details via email prior to the interview. Dalrymple Bay Coal Terminal may organise and pay for flights, accommodation and car hire if the candidate needs to travel from out-of-town for the interview.

Behavioural Based Interviews

At Dalrymple Bay Coal Terminal Pty Ltd, we pride ourselves in matching the right person to the right job. To help us select the right person, we undertake behavioural interviewing. Behavioural interviewing allows us to determine how a candidate will perform their duties based on their prior behaviour in the workplace. It uses the theory that past behaviour is a good prediction of future behaviour. The questions ask for previous examples and to explain to the recruitment panel, what the situation was, what tasks/actions you took and what the end result was. To prepare for the interview, it is best to think about previous examples.

Psychometric Testing

Dalrymple Bay Coal Terminal Pty Ltd utilise psychometric testing to gather additional information in the recruitment process. The tests are standardised for all candidates and provide unbiased data to be used to determine if a candidate is suitable for a position. For further information on the psychometric testing, you can visit the provider's website, Genesys Australia.

To prepare for an interview it is suggested that you:

- Create a good first impression: Groom for the occasion and act in a professional manner. Ensure you arrive on time and have prepared any documentation required from you.
- Research the business and role. Take the time to understand the working environment of our business and the role. Prepare for any likely questions you may be asked about the role.
- Structure your responses. Think about the question before jumping to a response; structure your responses by describing the situation, what action you undertook and the result of your action.

Assessment Centre

For some roles, you may be invited to attend an assessment centre as part of the recruitment process. An assessment centre is another selection tool that we use to assess large number of candidates for a particular job.

The key to feeling confident when attending an assessment centre is to prepare. Here are a few tips to help settle the nerves before arriving to a Recruitment Day:

- Be on time and at the right place. Know where to go for the assessment centre and arrive with plenty of time to spare.
- Be aware that you are being assessed. At an assessment centre you will be observed and assessed from the moment you arrive in the building until the time you leave.
- Make a great first impression. Ensure you are groomed appropriately for the role. Be friendly and courteous by introducing yourself to the recruiter and the other candidates. This will also make you feel at ease when conducting assessment activities.
- Use good communication skills. Be aware of your surroundings. Don't cut anyone off while they are speaking and speak with confidence.
- Use positive body language. Pay attention to your body language to ensure you represent yourself as being engaged; professional; personal and confident.

Reference Checks

If you are selected as a preferred candidate, there will be a minimum of two reference checks conducted with your referees to validate the data collected during the recruitment process, ideally with either a supervisor and colleague/subordinate.

Pre-employment Medical

A pre-employment medical examination will be required to ensure you are fit to perform the duties. The medical examination will be conducted with one of our nominated medical centres. A recruitment officer will discuss this process prior to you being invited to the pre-employment medical examination.

Pre-employment Screening

The recruitment officer may conduct a series of checks to ensure your eligibility to work in Australia, your Criminal History Check, your employment history check, and confirmation of validation of Qualifications, which is relevant to the position.. These will be discussed with you prior to undertaking, however you need to be aware that they may need to undergo checks in the recruitment process.

Offer of Employment

If you are the preferred applicant and all the relevant checks, assessments and validation processes are complete and meet the criteria required, Dalrymple Bay Coal Terminal Pty Ltd may verbally offer you the position. Upon verbal acceptance, the recruitment officer will send a formal contract for official signatures.

Relocation

Dalrymple Bay Coal Terminal Pty Ltd provides assistance to new employees relocating to the Mackay area for employment. This may cover removalists, flights, interim accommodation or rental assistance.

Unsuccessful Candidates

Dalrymple Bay Coal Terminal Pty Ltd receives a large volume of applications for each job opening. Due to the vast number of applications, unsuccessful candidates will be notified via email of their outcome. Candidates who are unsuccessful during the final stage of the recruitment process can contact the recruitment officer for feedback.

Dalrymple Bay Coal Terminal Pty Ltd reserve the right to change the recruitment process when necessary