



## Selection Panel Report

To: Elke Kropf  
Interim Executive Director Corporate Services Business Services

Re: Selection Panel Report – Revenue Officer Pool

Date: June 2024 intake

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### 1. POSITION

A Revenue Officer Pool multiple vacancies campaign has been established and advertised for a period of 12 months. This enables applications to be accepted and assessed throughout the year to better manage staff requirement for the Billing & Collections area.

### 2. SOURCING

The position is currently being advertised via the IWORKFORSA Job Boards (external) for a period of 12 months. Applicants are currently being accepted from 20 March 2024 until 20 March 2025.

### 3. PANEL

All panel members are trained in selection processes and understand the requirement to assess applicants in accordance with the merit principle.

The selection panel comprised:

Panel Chairperson: Craig Carnelutti, Manager Business Services

Panel Member: Effie Dimas, Manager Billing & Collections

### 4. SELECTION PROCESS

The selection methods used were:

1. written application
2. interviews
3. referee checks

#### 4.1 Shortlisting

Initial shortlisting consisted of a review of the candidate's written application. Candidates were asked to provide a CV and covering letter addressing the criteria of the Revenue Officer roles on offer.

The specific shortlisting criteria was established to check these requirements and enable the panel to assess and check the decisions made. Candidates who demonstrated that they met the criteria were shortlisted to progress to online interviews over teams.

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*The following was sought from the applicant in the shortlisting process:*

- *Demonstrate good communication skills in the cover letter*
- *Displays a fit for SAAS Culture*
- *Previous Administration/Data Entry Experience - Desired*

#### **4.2 Interview**

Interview times were set for the 13<sup>th</sup> June and each candidate was called and offered a interview time. Following from that an email notified the candidate of the details for the online virtual interview.

Candidates were taken through the questions and asked to provide a response. The questions focussed on the key personal skills and abilities required to perform the role and furthermore, candidates were asked to provide a specific example of when they have had to use these skills and abilities in a “real life” scenario.

At interview, the following questions were asked:

- 1. Tell us a little about yourself and why you have applied for this role?*
- 2. We have a big focus on culture and engagement here, can you tell us what good Culture looks like to you and what role you play within the team?*
- 4. Can you tell us a time when you worked in a high pressure environment and how did you handle yourself?*
- 5. Can you tell us a time when you have had a negative interaction with a customer, what was the issue and what was the outcome?*

During the telephone interview, candidates were advised that if successful they would be added to the Revenue Officer Pool and called upon if and when a position become available.

#### **4.3 Reference Checks**

At completion of the interviews, any applicant that the Panel identifies as meeting all the set criteria's to be recommended will have a reference check done on them with a nominated referee.

The questions to be asked at the check are:

*In what role was the Applicant employed by your organisation? Approximate dates of employment by your organisation:*

*What was the Applicant's main duties and responsibilities?*

*How would you describe the Applicant's performance at your organisation?*

*What would you say are the Applicant's strengths?*

*What would you say are the Applicant's development areas?*

*Have you had any concerns with the Applicant's performance?*

*Have you had any concerns with the Applicant's attitude towards their work?*

*(i.e. motivation, attendance, discipline, etc.) Would you re-hire this applicant?*

*Any final comments?*



## Selection Panel Report

### 5. PANEL ASSESSMENT

Below is a summary of the panel's assessment on each applicant's interview in order of merit.

#### **1 – Alysia Ninham**

**RECOMMENDED**

Alysia is currently working in the SAAS Billing & Collections team through an agency. Alysia interviewed extremely well, she conveyed her answers very well with a high level of detail. Alysia showed significant leadership potential and would be a strong fit for the area.

The reference received for Alysia was positive and confirmed her abilities to meet the essential criteria.

#### **2 – Panayiota Tsakonas**

**RECOMMENDED**

Panayiota has previously worked in a range of hospitality and customer service roles. Panayiota showed a key strength in attention to detail and a high work rate. From a culture perspective Panayiota was a ideal fit.

The reference received for Panayiota was positive and confirmed her abilities to meet the essential criteria.

#### **3 – Riley Morish**

**RECOMMENDED**

Riley is currently working in the SAAS Billing & Collections team through an agency. Riley in his interview showed a real high work ethic and a genuine want to do well in his current role. He is a fantastic fit for the team and we believe he will add a lot to the team. The reference received for Riley was positive and confirmed his abilities to meet the essential criteria.

#### **3 – Dylan Coleman**

**RECOMMENDED**

Dylan is currently working in the SAAS Billing & Collections team through an agency. Dylan came across as very approachable and displayed a real passion for delivering a high quality of work. We believe he is a good fit for the team and will continue to add value. The reference received for Dylan was positive and confirmed his abilities to meet the essential criteria.

## 6. RECOMMENDATION

Based on all information supplied Alysia Ninham, Panayiota Tsakonas, Riley Morish and Dylan Coleman demonstrated that they met the essential criteria of the position on offer and the panel recommendation is to be offered placement on the pool of suitable applicants for a Revenue Officer positions.

This pool can be used to make offers to the recommended applicants for any vacancies that may arise over the period that the pool remains active.

*Craig Carnelutti*

Craig Carnelutti  
Manager Business Services  
Panel Chair

17/06/2024

*Effie Dimas*

Panel Member  
Effie Dimas  
Manager Billing & Collections

17/ 06/ 2024

### DELEGATE APPROVAL:

I have reviewed this Selection Panel Report and approve / ~~do not approve~~ the recommendations contained within this report.

*EKropf*

Elke Kropf  
Interim Executive Director Corporate Services  
Business Services

18 / 06 / 2024