



Congratulations to Elizabeth Minogue – Temporary Employee of the Month.

Elizabeth has been contracting through Quay Appointments for a number of years. Her most recent position has been since March 2015.

Elizabeth has decided to finish her contract at the end of March to do some travelling. Here at Quay we would like to thank Elizabeth for her hard work throughout the past few years. We have always received excellent feedback for Elizabeth in each of her assignments and we have been very proud to represent her over the years. Thanks so much for all your hard work Elizabeth - enjoy your travels and let us know when you get back! We would love to help you secure your next role

Elizabeth was nominated by Melissa Meenan, Recruitment Consultant at Quay Appointments and will receive a \$50 voucher.



Congratulations to Thea Dreeling - Highly Commended Temp.

Thea has worked with our Government client for the past 8 months and throughout this time has grown within the role and the feedback from the client has been exceptional.

Thea receives 2 cinema tickets.

Email Etiquette



- **Be concise**
Longer messages are difficult to read, and most people will put them aside.
- **Avoid sarcasm and too much humour**
It can come across as rude or abrupt because the recipient can't gauge your body language.
- **Use a descriptive subject line...**
...that's no more than four to five words. Avoid important and urgent.
- **Don't send an email when emotional or ANGRY**
Sit on it for an hour.
- **Avoid emoticons or textese.**
This should be reserved for personal email.
- **Remember, email is not private**
Don't put anything in email that you wouldn't "want the whole world to know about."
- **Think twice before hitting reply all.**
Ask yourself, "Do all these other people really need to hear my reply?" If not, reply only to the original writer.
- **Proofread, proofread, and proofread.**
Check for spelling, typos and word usage.
- **Respond within 24 hours.**
If you require more time, let the sender know you're reviewing the email and when you'll get back to that person.
- **Never use...**
ALL CAPS or all lowercase
- **Start with...**
...hi, hello, good afternoon or good morning.
- **The proper closing...**
Mirror your recipient... *thanks* or *regards*. Sign your full name when emailing clients; your first name is fine with colleagues.
- **The ideal font...**
...is Arial
- **The ideal font size...**
12
- **Get Attached**
Put your attachment in first
- **Address It Last**
This saves you from sending your email to the wrong person
- **Make It Actionable**
To encourage a response, ask open-ended questions and set specific deadline dates if action is required.



[Accounts Clerk](#)

- 3 month contract
- Location: Parramatta CBD
- \$31 per hour + Super

A contract opportunity has become available for a finance officer to join a fast moving government department.

Your responsibilities will include:

- Data entry of invoices
- Review and investigate discrepancies
- Taking action on banking anomalies
- Moving bulk trust account transactions between systems and reconciling
- Reconcile supplier/vendor statements and respond to queries
- Monthly resetting of Electronic Stored Value cards users
- Process and timely payment of staff expense claims and other payments
- Maintenance of Supplier details
- Credit card and transactional banking processing, management and reconciliation
- Review of cash flow position and prepare payment run
- Timely payment of invoices as per credit terms

Your skills will include:

- Ability to liaise with stakeholders
- Trust accounting or accounts payable and general ledger experience
- Manage high volume invoices and processing
- Intermediate/Advanced Excel including exposure to MACROS and LOOKUP function

Interested? [Apply today](#)

[Student Services Officer](#)

- Location CBD
- \$30 Per Hour

We are currently recruiting a Customer service officer for our Client a NSW State Government department based in the Sydney CBD.

You will be responsible for generating and maximizing customer engagement across a range of faculty products resulting in enrolment conversion and growth.

Key accountabilities:

Provide exceptional service delivery ensuring customers are thoroughly supported. Maintain prospective customer records, providing revenue and enrolment conversion forecasts.

Key challenges:

Prioritising work volume, particularly in peak periods
Managing several tasks
Being a proactive team player by supporting colleagues to improve workflow, communication and business outcomes
Maintaining up to date operational knowledge, compliance systems, policies and procedures.

Knowledge and Experience:

Exceptional organisational and planning skills with a history of achieving key performance indicators.
Customer service experience
Experience working within a large educational institution is beneficial.

Interested? [Apply today](#)

If these jobs are not right for you, please pass them onto someone who maybe suitable. For every successful* referral we place you will receive two complimentary

movie tickets.

*Four continuous working weeks



If these roles are not what you are looking for, don't worry we have plenty more. Check out the [Quay Appointments](#) website for the complete list.