



Employment Services & Solutions Australia
Unit 1, 6 Dellamarta Road
Wangara WA 6065

Phone: 08 9240 4230
Facsimile: 08 9240 4393
Email: admin@essa.net.au
Web: www.essa.net.au

AWARD SUMMARY SHEET

CLERKS PRIVATE SECTOR AWARD 2010

The information provided in this Information Sheet is provided on the basis that it is general information for clients and correspondents to inform them of matters relating to current workplace relations issues. It is not provided, nor should it be relied upon as a substitute for professional advice. Employment Services & Solutions Australia Pty Ltd is not responsible for any outcomes to clients based upon the information provided in this Information Sheet and disclaims all liability, including and without limitation in negligence, for all losses, expenses, damages and costs that may be incurred by a client or correspondent as a result of the information provided in this Information Sheet being inaccurate or incomplete in any way.

This is a summary of the award only. A copy of the full award is available at www.fwc.gov.au

A full copy of the National Employment Standards is available at www.fairwork.gov.au

These wage rates are payable from the **first full pay period commencing on or after 1 July 2019**. If you have any queries, please contact Employment Services & Solutions Australia on 08 9240 4230.

Coverage

This award covers employers in the private sector throughout Australia with respect to their employees engaged wholly or principally in clerical work, including administrative duties of a clerical nature, and to those employees.

For the purpose of this award, **clerical work** includes recording, typing, calculating, invoicing, billing, charging, checking, receiving and answering calls, cash handling, operating a telephone switchboard and attending a reception desk.

Without limiting the generality of the foregoing this award does not cover employers covered by the following industry awards with respect to employees covered by the awards:

- i. the *Aged Care Award 2010*
- ii. the *Airline Operations- Ground Staff Award 2010*
- iii. the *Airport Employees Award 2010*
- iv. the *Alpine Resorts Award 2010*
- v. the *Animal Care and Veterinary Services Award 2010*
- vi. the *Banking, Finance and Insurance Award 2010*
- vii. the *Black Coal Mining Industry Award 2010*
- viii. the *Business Equipment Award 2010*
- ix. the *Contract Call Centres Award 2010*
- x. the *Educational Services (Post- Secondary Education) Award 2010*
- xi. the *Educational Services (Schools) General Staff Award 2010*
- xii. the *Fitness Industry Award 2010*
- xiii. the *General Retail Industry Award 2010*
- xiv. the *Health Professionals and Support Services Award 2010*
- xv. the *Higher Education Industry (General) Award 2010*
- xvi. the *Legal Services Award 2010*
- xvii. the *Market and Social Research Award 2010*
- xviii. the *Rail Industry Award 2010*
- xix. the *Restaurant Industry Award 2010*
- xx. the *Sporting Organisations Award 2010*
- xxi. the *Telecommunications Services Award 2010*

Where an employer is covered by more than one award, an employee of that employer is covered by the award classification which is most appropriate to the work performed by the employee and to the environment in which the employee normally performs the work.

Wage Rates

21 years of age (Adult)

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$787.60	\$20.73	\$25.91	\$41.46	\$51.83
Level 1-Year 2	\$826.60	\$21.75	\$27.19	\$43.50	\$54.38
Level 1-Year 3	\$852.40	\$22.43	\$28.04	\$44.86	\$56.08
Level 2-Year 1	\$862.50	\$22.70	\$28.38	\$45.40	\$56.75
Level 2-Year 2	\$878.50	\$23.12	\$28.90	\$46.24	\$57.80
Level 3	\$911.00	\$23.97	\$29.96	\$47.94	\$59.93
Call centre principal customer contact specialist	\$917.40	\$24.14	\$30.18	\$48.28	\$60.35
Level 4	\$956.70	\$25.18	\$31.48	\$50.36	\$62.95
Level 5	\$995.50	\$26.20	\$32.75	\$52.40	\$65.50
Call centre technical associate	\$1,090.50	\$28.70	\$35.88	\$57.40	\$71.75

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$25.91	\$31.10	\$46.64	\$57.01
Level 1-Year 2	\$27.19	\$32.63	\$48.94	\$59.81
Level 1-Year 3	\$28.04	\$33.65	\$50.47	\$61.68
Level 2-Year 1	\$28.38	\$34.05	\$51.08	\$62.43
Level 2-Year 2	\$28.90	\$34.68	\$52.02	\$63.58
Level 3	\$29.96	\$35.96	\$53.93	\$65.92
Call centre principal customer contact specialist	\$30.18	\$36.21	\$54.32	\$66.39
Level 4	\$31.48	\$37.77	\$56.66	\$69.25
Level 5	\$32.75	\$39.30	\$58.95	\$72.05
Call centre technical associate	\$35.88	\$43.05	\$64.58	\$78.93

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

* Hours worked after 12:30pm on a Saturday must be paid at time and a half for the first two hours and double time thereafter. Please see clause 27.1 for more information.

20 years of age

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$708.84	\$18.66	\$23.33	\$37.32	\$46.65
Level 1-Year 2	\$743.94	\$19.58	\$24.48	\$39.16	\$48.95
Level 1-Year 3	\$767.16	\$20.19	\$25.24	\$40.38	\$50.48
Level 2-Year 1	\$776.25	\$20.43	\$25.54	\$40.86	\$51.08
Level 2-Year 2	\$790.65	\$20.81	\$26.01	\$41.62	\$52.03
Level 3	\$819.90	\$21.57	\$26.96	\$43.14	\$53.93
Call centre principal customer contact specialist	\$825.66	\$21.73	\$27.16	\$43.46	\$54.33
Level 4	\$861.03	\$22.66	\$28.33	\$45.32	\$56.65
Level 5	\$895.95	\$23.58	\$29.48	\$47.16	\$58.95
Call centre technical associate	\$981.45	\$25.83	\$32.29	\$51.66	\$64.58

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$23.33	\$27.99	\$41.99	\$51.32
Level 1-Year 2	\$24.48	\$29.37	\$44.06	\$53.85
Level 1-Year 3	\$25.24	\$30.29	\$45.43	\$55.52
Level 2-Year 1	\$25.54	\$30.65	\$45.97	\$56.18
Level 2-Year 2	\$26.01	\$31.22	\$46.82	\$57.23
Level 3	\$26.96	\$32.36	\$48.53	\$59.32
Call centre principal customer contact specialist	\$27.16	\$32.60	\$48.89	\$59.76
Level 4	\$28.33	\$33.99	\$50.99	\$62.32
Level 5	\$29.48	\$35.37	\$53.06	\$64.85
Call centre technical associate	\$32.29	\$38.75	\$58.12	\$71.03

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

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19 years of age

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$630.08	\$16.58	\$20.73	\$33.16	\$41.45
Level 1-Year 2	\$661.28	\$17.40	\$21.75	\$34.80	\$43.50
Level 1-Year 3	\$681.92	\$17.94	\$22.43	\$35.88	\$44.85
Level 2-Year 1	\$690.00	\$18.16	\$22.70	\$36.32	\$45.40
Level 2-Year 2	\$702.80	\$18.50	\$23.13	\$37.00	\$46.25
Level 3	\$728.80	\$19.18	\$23.98	\$38.36	\$47.95
Call centre principal customer contact specialist	\$733.92	\$19.31	\$24.14	\$38.62	\$48.28
Level 4	\$765.36	\$20.14	\$25.18	\$40.28	\$50.35
Level 5	\$796.40	\$20.96	\$26.20	\$41.92	\$52.40
Call centre technical associate	\$872.40	\$22.96	\$28.70	\$45.92	\$57.40

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$20.73	\$24.87	\$37.31	\$45.60
Level 1-Year 2	\$21.75	\$26.10	\$39.15	\$47.85
Level 1-Year 3	\$22.43	\$26.91	\$40.37	\$49.34
Level 2-Year 1	\$22.70	\$27.24	\$40.86	\$49.94
Level 2-Year 2	\$23.13	\$27.75	\$41.63	\$50.88
Level 3	\$23.98	\$28.77	\$43.16	\$52.75
Call centre principal customer contact specialist	\$24.14	\$28.97	\$43.45	\$53.10
Level 4	\$25.18	\$30.21	\$45.32	\$55.39
Level 5	\$26.20	\$31.44	\$47.16	\$57.64
Call centre technical associate	\$28.70	\$34.44	\$51.66	\$63.14

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

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18 years of age

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$551.32	\$14.51	\$18.14	\$29.02	\$36.28
Level 1-Year 2	\$578.62	\$15.23	\$19.04	\$30.46	\$38.08
Level 1-Year 3	\$596.68	\$15.70	\$19.63	\$31.40	\$39.25
Level 2-Year 1	\$603.75	\$15.89	\$19.86	\$31.78	\$39.73
Level 2-Year 2	\$614.95	\$16.18	\$20.23	\$32.36	\$40.45
Level 3	\$637.70	\$16.78	\$20.98	\$33.56	\$41.95
Call centre principal customer contact specialist	\$642.18	\$16.90	\$21.13	\$33.80	\$42.25
Level 4	\$669.69	\$17.63	\$22.04	\$35.26	\$44.08
Level 5	\$696.85	\$18.34	\$22.93	\$36.68	\$45.85
Call centre technical associate	\$763.35	\$20.09	\$25.11	\$40.18	\$50.23

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$18.14	\$21.77	\$32.65	\$39.90
Level 1-Year 2	\$19.04	\$22.85	\$34.27	\$41.88
Level 1-Year 3	\$19.63	\$23.55	\$35.33	\$43.18
Level 2-Year 1	\$19.86	\$23.84	\$35.75	\$43.70
Level 2-Year 2	\$20.23	\$24.27	\$36.41	\$44.50
Level 3	\$20.98	\$25.17	\$37.76	\$46.15
Call centre principal customer contact specialist	\$21.13	\$25.35	\$38.03	\$46.48
Level 4	\$22.04	\$26.45	\$39.67	\$48.48
Level 5	\$22.93	\$27.51	\$41.27	\$50.44
Call centre technical associate	\$25.11	\$30.14	\$45.20	\$55.25

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

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17 years of age

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$472.56	\$12.44	\$15.55	\$24.88	\$31.10
Level 1-Year 2	\$495.96	\$13.05	\$16.31	\$26.10	\$32.63
Level 1-Year 3	\$511.44	\$13.46	\$16.83	\$26.92	\$33.65
Level 2-Year 1	\$517.50	\$13.62	\$17.03	\$27.24	\$34.05
Level 2-Year 2	\$527.10	\$13.87	\$17.34	\$27.74	\$34.68
Level 3	\$546.60	\$14.38	\$17.98	\$28.76	\$35.95
Call centre principal customer contact specialist	\$550.44	\$14.48	\$18.10	\$28.96	\$36.20
Level 4	\$574.02	\$15.11	\$18.89	\$30.22	\$37.78
Level 5	\$597.30	\$15.72	\$19.65	\$31.44	\$39.30
Call centre technical associate	\$654.30	\$17.22	\$21.53	\$34.44	\$43.05

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$15.55	\$18.66	\$27.99	\$34.21
Level 1-Year 2	\$16.31	\$19.58	\$29.36	\$35.89
Level 1-Year 3	\$16.83	\$20.19	\$30.29	\$37.02
Level 2-Year 1	\$17.03	\$20.43	\$30.65	\$37.46
Level 2-Year 2	\$17.34	\$20.81	\$31.21	\$38.14
Level 3	\$17.98	\$21.57	\$32.36	\$39.55
Call centre principal customer contact specialist	\$18.10	\$21.72	\$32.58	\$39.82
Level 4	\$18.89	\$22.67	\$34.00	\$41.55
Level 5	\$19.65	\$23.58	\$35.37	\$43.23
Call centre technical associate	\$21.53	\$25.83	\$38.75	\$47.36

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

* Hours worked after 12:30pm on a Saturday must be paid at time and a half for the first two hours and double time thereafter. Please see clause 27.1 for more information.

16 years of age

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$393.80	\$10.37	\$12.96	\$20.74	\$25.93
Level 1-Year 2	\$413.30	\$10.88	\$13.60	\$21.76	\$27.20
Level 1-Year 3	\$426.20	\$11.22	\$14.03	\$22.44	\$28.05
Level 2-Year 1	\$431.25	\$11.35	\$14.19	\$22.70	\$28.38
Level 2-Year 2	\$439.25	\$11.56	\$14.45	\$23.12	\$28.90
Level 3	\$455.50	\$11.99	\$14.99	\$23.98	\$29.98
Call centre principal customer contact specialist	\$458.70	\$12.07	\$15.09	\$24.14	\$30.18
Level 4	\$478.35	\$12.59	\$15.74	\$25.18	\$31.48
Level 5	\$497.75	\$13.10	\$16.38	\$26.20	\$32.75
Call centre technical associate	\$545.25	\$14.35	\$17.94	\$28.70	\$35.88

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$12.96	\$15.56	\$23.33	\$28.52
Level 1-Year 2	\$13.60	\$16.32	\$24.48	\$29.92
Level 1-Year 3	\$14.03	\$16.83	\$25.25	\$30.86
Level 2-Year 1	\$14.19	\$17.03	\$25.54	\$31.21
Level 2-Year 2	\$14.45	\$17.34	\$26.01	\$31.79
Level 3	\$14.99	\$17.99	\$26.98	\$32.97
Call centre principal customer contact specialist	\$15.09	\$18.11	\$27.16	\$33.19
Level 4	\$15.74	\$18.89	\$28.33	\$34.62
Level 5	\$16.38	\$19.65	\$29.48	\$36.03
Call centre technical associate	\$17.94	\$21.53	\$32.29	\$39.46

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

* Hours worked after 12:30pm on a Saturday must be paid at time and a half for the first two hours and double time thereafter. Please see clause 27.1 for more information.

Under 16 years of age

Permanent Employees- Full Time and Part Time					
Classification	Minimum Weekly Wage	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$354.42	\$9.33	\$11.66	\$18.66	\$23.33
Level 1-Year 2	\$371.97	\$9.79	\$12.24	\$19.58	\$24.48
Level 1-Year 3	\$383.58	\$10.09	\$12.61	\$20.18	\$25.23
Level 2-Year 1	\$388.13	\$10.22	\$12.78	\$20.44	\$25.55
Level 2-Year 2	\$395.33	\$10.40	\$13.00	\$20.80	\$26.00
Level 3	\$409.95	\$10.79	\$13.49	\$21.58	\$26.98
Call centre principal customer contact specialist	\$412.83	\$10.86	\$13.58	\$21.72	\$27.15
Level 4	\$430.52	\$11.33	\$14.16	\$22.66	\$28.33
Level 5	\$447.98	\$11.79	\$14.74	\$23.58	\$29.48
Call centre technical associate	\$490.73	\$12.92	\$16.15	\$25.84	\$32.30

Casual Employees				
Classification	Mon-Fri 7am-7pm	Sat 7am-12:30pm*	Sunday	Public Holiday
Level 1-Year 1	\$11.66	\$14.00	\$20.99	\$25.66
Level 1-Year 2	\$12.24	\$14.69	\$22.03	\$26.92
Level 1-Year 3	\$12.61	\$15.14	\$22.70	\$27.75
Level 2-Year 1	\$12.78	\$15.33	\$23.00	\$28.11
Level 2-Year 2	\$13.00	\$15.60	\$23.40	\$28.60
Level 3	\$13.49	\$16.19	\$24.28	\$29.67
Call centre principal customer contact specialist	\$13.58	\$16.29	\$24.44	\$29.87
Level 4	\$14.16	\$17.00	\$25.49	\$31.16
Level 5	\$14.74	\$17.69	\$26.53	\$32.42
Call centre technical associate	\$16.15	\$19.38	\$29.07	\$35.53

In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 25 and 27 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

* Hours worked after 12:30pm on a Saturday must be paid at time and a half for the first two hours and double time thereafter. Please see clause 27.1 for more information.

Classification

<p>Level 1</p>	<p>Characteristics</p> <p>Employees at this level may include the initial recruit who may have limited relevant experience. Initially work is performed under close direction using established practices, procedures and instructions.</p> <p>Such employees perform routine clerical and office functions requiring an understanding of clear, straightforward rules or procedures and may be required to operate certain office equipment. Problems can usually be solved by reference to established practices, procedures and instructions.</p> <p>Employees at this level are responsible and accountable for their own work within established routines, methods and procedures and the less experienced employees' work may be subject to checking at all stages. The more experienced employee may be required to give assistance to less experienced employees in the same classification.</p> <p>Typical duties/skills</p> <p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> i. Reception/switchboard, e.g. directing telephone callers to appropriate staff, issuing and receiving standard forms, relaying internal information and initial greeting of visitors. ii. Maintenance of basic records. iii. Filing, collating, photocopying, etc. iv. Handling or distributing mail including messenger service. v. Recording, matching, checking and batching of accounts, invoices, orders, store requisitions, etc. vi. The operation of keyboard and other allied equipment in order to achieve competency as prescribed in Level 2. vii. Call centre customer contact trainee—customer contact functions with direct supervision.
<p>Level 2</p>	<p>Characteristics</p> <p>This level caters for the employees who have had sufficient experience and/or training to enable them to carry out their assigned duties under general direction.</p> <p>Employees at this level are responsible and accountable for their own work which is performed within established guidelines. In some situations detailed instructions may be necessary. This may require the employee to exercise limited judgment and initiative within the range of their skills and knowledge. The work of these employees may be subject to final checking and as required, progress checking. Such employees may be required to check the work and/or provide guidance to other employees at a lower level and/or provide assistance to less experienced employees at the same level.</p> <p>Typical duties/skills</p> <p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> i. Reception/switchboard duties as in Level 1 and in addition responding to enquiries as appropriate, consistent with the acquired knowledge of the organisation's operations and services, and/or

	<p>where presentation, and use of interpersonal skills are a key aspect of the position.</p> <ul style="list-style-type: none"> ii. Operation of computerised radio/telephone equipment, micro personal computer, printing devices attached to personal computer, dictaphone equipment, typewriter. iii. Word processing, e.g. the use of a word processing software package to create, format, edit, correct, print and save text documents, e.g. standard correspondence and business documents. iv. Stenographer/person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment. v. Copy typing and audio typing. vi. Maintenance of records and/or journals including initial processing and recording relating to the following: <ul style="list-style-type: none"> a) reconciliation of accounts to balance; b) incoming/outgoing cheques; c) invoices; d) debit/credit items; e) payroll data; f) petty cash imprest system; and g) letters etc. h) Computer application involving use of a software package which may include one or more of the following functions: <ul style="list-style-type: none"> i) create new files and records; j) spreadsheet/worksheet; k) graphics; l) accounting/payroll file; and m) following standard procedures and using existing models/fields of information. vii. Arrange routine travel bookings and itineraries, make appointments. viii. Provide general advice and information on the organisation's products and services, e.g. front counter/telephone. ix. Call centre customer contact officer grade 1 is employed to: <ul style="list-style-type: none"> x. use known routines and procedures; xi. have some accountability for quality of outcomes; xii. receive calls; xiii. use common call centre technology; xiv. enter and retrieve data; xv. work in a team; xvi. manage own work under guidance; and xvii. provide at least one specialised service (sales and advice for products and services, complaints or fault enquiries or data collection surveys). <p>An employee who holds a Certificate II in Telecommunications (Customer Contact) or equivalent is to be classified at this level when employed to perform the functions defined.</p>
<p>Level 3</p>	<p>Characteristics</p> <p>Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work. Employees require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties.</p>

Such employees may be required to give assistance and/or guidance (including guidance in relation to quality of work and which may require some allocation of duties) to employees in Levels 1 and 2 and would be able to train such employees by means of personal instruction and demonstration.

Typical duties/skills

Indicative typical duties and skills at this level may include:

- i. Prepare cash payment summaries, banking report and bank statements; calculate and maintain wage and salary records; follow credit referral procedures; apply purchasing and inventory control requirements; post journals to ledger.
- ii. Provide specialised advice and information on the organisation's products and services; respond to client/public/supplier problems within own functional area utilising a high degree of interpersonal skills.
- iii. Apply one or more computer software packages developed for a micro personal computer or a central computer resource to either:
 - a) create new files and records;
 - b) maintain computer based records management systems;
 - c) identify and extract information from internal and external sources; or
 - d) use of advanced word processing/keyboard functions.
- e) (iv) Arrange travel bookings and itineraries; make appointments; screen telephone calls; respond to invitations; organise internal meetings on behalf of executive(s); establish and maintain reference lists/personal contact systems for executive(s).
- iv. (v) Application of specialist terminology/processes in professional offices.
- v. (vi) Call centre customer contact office grade 2 is employed to:
- vi. perform a broader range of skilled operations than grade 1;
- vii. exercise some discretion and judgment in the selection of equipment, services or contingency measures;
- viii. work within known time constraints;
- ix. provide multiple specialised services to customers (including complex sales, service advice for a range of products or services, and difficult complaint and fault inquiries);
- x. deployment of service staff using multiple technologies; and
- xi. exercise a limited amount of leadership over less experienced employees.

An employee who holds a Certificate III (Customer Contact) or equivalent is to be classified at this level when employed to perform the functions defined.

* Note: These typical duties/skills may be either at Level 3 or Level 4 dependent upon the characteristics of that particular level.

Call centre principal customer contact specialist

Employees at this level are employed to:

- i. perform a broad range of skilled applications;
- ii. provide leadership as a coach, mentor or senior staff member, and provide guidance in the application and planning of skills;
- iii. work with a high degree of autonomy with the authority to take decisions in relation to specific customer contact matters; and
- iv. take responsibility for the outcomes of customer contact and resolve complex situations.

<p>Level 4</p>	<p>Characteristics</p> <p>Employees at this level will have achieved a level of organisation or industry specific knowledge sufficient for them to give advice and/or information to the organisation and clients in relation to specific areas of their responsibility. They would require only limited guidance or direction and would normally report to more senior staff as required. Whilst not a pre-requisite a principal feature of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordinating work flow, checking progress, quality of work and resolving problems.</p> <p>They exercise initiative, discretion and judgment at times in the performance of their duties.</p> <p>They are able to train employees in Levels 1–3 by personal instruction and demonstration.</p> <p>Typical duties/skills</p> <p>Indicative typical duties and skills at this level may include:</p> <ol style="list-style-type: none"> i. Secretarial/executive support services which may include the following: maintaining executive diary; attending executive/organisational meetings and taking minutes; establishing and/or maintaining current working and personal filing systems for executive; answering executive correspondence from verbal or handwritten instructions. ii. Able to prepare financial/tax schedules, calculating costings and/or wage and salary requirements; completing personnel/payroll data for authorisation; reconciliation of accounts to balance. iii. Advising on/providing information on one or more of the following: <ol style="list-style-type: none"> a) employment conditions; b) workers compensation procedures and regulations; and c) superannuation entitlements, procedures and regulations. d) *Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either: <ol style="list-style-type: none"> e) creating new files and records; f) maintaining computer based management systems; g) identifying and extract information from internal and external sources; or h) using of advanced word processing/keyboard functions. iv. Call centre customer contact team leader is employed to: <ol style="list-style-type: none"> a) perform a broad range of skilled applications; b) evaluate and analyse current practices; c) develop new criteria and procedures for performing current practices; d) provide leadership in a team leader role and provide guidance to others in the application and planning of skills; and e) work with a high degree of autonomy and exercise authority to take decisions in relation to specific customer contact matters. <p>An employee who holds a Certificate IV (Customer Contact) or equivalent is to be classified at this level when employed to perform the functions defined.</p>

	<p>* Note: These typical duties/skills may be either at Level 3 or Level 4 dependent upon the characteristics of that particular level.</p>
<p>Level 5</p>	<p>Characteristics</p> <p>Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.</p> <p>Such employees will typically have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of their expertise.</p> <p>They are responsible and accountable for their own work and may have delegated responsibility for the work under their control or supervision, including, scheduling workloads, resolving operations problems, monitoring the quality of work produced and counselling staff for performance and work related matters.</p> <p>They would also be able to train and to supervise employees in lower levels by means of personal instruction and demonstration. They would also be able to assist in the delivery of training courses. They would often exercise initiative, discretion and judgment in the performance of their duties.</p> <p>The possession of relevant post secondary qualifications may be appropriate but are not essential.</p> <p>Typical duties/skills</p> <p>Indicative typical duties and skills at this level may include:</p> <ol style="list-style-type: none"> i. Apply knowledge of organisation’s objectives, performance, projected areas of growth, product trends and general industry conditions. ii. Application of computer software packages within either a micro personal computer or a central computer resource including the integration of complex word processing/desktop publishing, text and data documents. iii. Provide reports for management in any or all of the following areas: <ol style="list-style-type: none"> a) account/financial; b) staffing; c) legislative requirements; and d) other company activities. iv. Administer individual executive salary packages, travel expenses, allowances and company transport; administer salary and payroll requirements of the organisation. v. Call centre principal customer contact leader is employed to: <ol style="list-style-type: none"> a) apply a significant range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts in either varied or highly specialised functions; b) co-ordinate the work of a number of teams within a call centre environment; and c) have a number of specialists/supervisors reporting to them. <p>An employee who holds a Diploma—Front Line Management or equivalent is to be classified at this level when employed to perform the functions defined.</p> <p>Call centre technical associate</p> <ol style="list-style-type: none"> i. A call centre technical associate is employed to:

	<ul style="list-style-type: none">ii. apply a significant range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts in relation to either varied or highly specialised functions;iii. contribute to the development of a broad plan, budget or strategy;iv. work with a high degree of autonomy and be accountable and responsible for themselves and others in achieving outcomes (some supervision may be required);v. be involved in the design, installation and management of telecommunications computer equipment and system development;vi. assess installation requirements;vii. design systems;viii. plan and perform installations; andix. install and manage data communications equipment and find faults.
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