

**CLERKS – PRIVATE SECTOR AWARD 2010**  
**WAGE INCREASES EFFECTIVE FROM 1 JULY 2013**

The Fair Work Australia Tribunal has increased the Award rates by 2.6% applicable from the first full pay period from or after 1 July 2013.

This wage increase has to be implemented in conjunction with the new system of awards that became effective on 1 January 2010.

**THESE INCREASES CAN BE ABSORBED INTO OVERAWARD PAYMENTS**

There are transitional clauses in the new award provisions that make the process and explanation below necessary.

The classification structure for Clerical employees has also changed and is set out below and there are also some pay rates based on the period of service of the employee.

The National Award for Clerks prescribes that employers are to advise employees in writing as to the classification that applies to their work.

The terms of the Clerks –Private Sector Award 2010 applied from 1 January 2010 and there is to be a transition period for some provisions of the new award regarding the following terms:

- minimum wages and piecework rates
- casual or part-time loadings
- Saturday, Sunday, public holiday, evening or other penalties
- shift allowances/penalties

The phasing also affects casuals and the loading is now at 24% and the minimum hours of work are 3 hours effective from 1 January 2010.

If you need clarification then contact John 0417 552 801 or Maria 0416 047 943 or send us an e-mail at [johntamplin@jprimus.com.au](mailto:johntamplin@jprimus.com.au).

**This an extract from the modern Clerks Private Sector Award 2010**

Minimum wages – existing minimum wage lower

- (i) The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:
  - (a) was obliged,
  - (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or

(c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by a transitional minimum wage instrument and/or an award-based transitional instrument to pay a minimum wage lower than that in this award for any classification of employee.

(ii) In this clause minimum wage includes:

(a) minimum wage for a junior employee, an employee to whom training arrangements apply and an employee with a disability;

(b) a piecework rate; and

(c) any applicable industry allowance.

(iii) Prior to the first full pay period on or after 1 July 2013 the employer must pay no less than the minimum wage in the relevant transitional minimum wage instrument and/or award-based transitional instrument for the classification concerned.

(iv) The difference between the minimum wage for the classification in this award and the minimum wage in clause (iii) is referred to as the transitional amount.

(v) From the following dates the employer must pay no less than the minimum wage for the classification in this award minus the specified proportion of the transitional amount:

<b>First full pay period on or after</b>	
1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

(vi) The employer must apply any increase in minimum wages in this award resulting from an annual wage review.

(vii) These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

Classification level of award	2.6% increase in the rates of wages and transitional amount payable as at 1 July 2013
Grade 1	Year 1 - \$661.60 Year 2 - \$692.10 Year 3 - \$712.20

Grade 2	Year 1 - \$721.80 Year 2 - \$734.20
Grade 3	\$762.10
Grade 4	\$800.90
Grade 5	\$835.80
<b>Classification</b>	<b>New award rate</b>
Call centre principal customer contact specialist	\$770.70

## Juniors

Junior employees must be paid the following percentage of the appropriate wage rate for the work they perform as set out in the following classification structure.

Under 16 years of age	45%
16 years of age	50%
17 years of age	60%
18 years of age	70%
20 years of age	90%

The casual rate is the new award has changed and is to be applied to the classification for the employee divided by 38 and **the casual loading for this award is now 24%** with a minimum payment of 3 hours.

The classification definitions are set out in the following:

### 1.1 Level 1

#### 1.1.1 Characteristics

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.

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.

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.

### **1.1.2 Typical duties/skills**

Indicative typical duties and skills at this level may include:

- (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.

## **1.2 Level 2**

### **1.2.1 Characteristics**

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.

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.

### **1.2.2 Typical duties/skills**

Indicative typical duties and skills at this level may include:

- (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 where presentation, and use of interpersonal skills are a key aspect of the position.

- (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:
  - reconciliation of accounts to balance;
  - incoming/outgoing cheques;
  - invoices;
  - debit/credit items;
  - payroll data;
  - petty cash imprest system; and
  - letters etc.
- (vii) Computer application involving use of a software package which may include one or more of the following functions:
  - create new files and records;
  - spreadsheet/worksheet;
  - graphics;
  - accounting/payroll file; and
  - following standard procedures and using existing models/fields of information.
- (viii) Arrange routine travel bookings and itineraries, make appointments.
- (ix) Provide general advice and information on the organisation's products and services, e.g. front counter/telephone.
- (x) Call centre customer contact officer grade 1 is employed to:
  - use known routines and procedures;
  - have some accountability for quality of outcomes;

- receive calls;
- use common call centre technology;
- enter and retrieve data;
- work in a team;
- manage own work under guidance; and
- provide at least one specialised service (sales and advice for products and services, complaints or fault enquiries or data collection surveys).

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.

### **1.3 Level 3**

#### **1.3.1 Characteristics**

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.

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.

#### **1.3.2 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:
  - create new files and records;
  - maintain computer based records management systems;

- identify and extract information from internal and external sources; or
  - use of advanced word processing/keyboard functions.
- (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).
- (v) Application of specialist terminology/processes in professional offices.
- (vi) Call centre customer contact office grade 2 is employed to:
- perform a broader range of skilled operations than grade 1;
  - exercise some discretion and judgment in the selection of equipment, services or contingency measures;
  - work within known time constraints;
  - provide multiple specialised services to customers (including complex sales, service advice for a range of products or services, and difficult complaint and fault inquiries);
  - deployment of service staff using multiple technologies; and
  - 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.

#### **1.4 Call centre principal customer contact specialist**

Employees at this level are employed to:

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

#### **1.5 Level 4**

##### **1.5.1 Characteristics**

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.

They exercise initiative, discretion and judgment at times in the performance of their duties.

They are able to train employees in Levels 1–3 by personal instruction and demonstration.

### 1.5.2 Typical duties/skills

Indicative typical duties and skills at this level may include:

- (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:
  - employment conditions;
  - workers compensation procedures and regulations; and
  - superannuation entitlements, procedures and regulations.
- (iv) \*Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either:
  - creating new files and records;
  - maintaining computer based management systems;
  - identifying and extract information from internal and external sources; or
  - using of advanced word processing/keyboard functions.
- (v) Call centre customer contact team leader is employed to:
  - perform a broad range of skilled applications;



- evaluate and analyse current practices;
- develop new criteria and procedures for performing current practices;
- provide leadership in a team leader role and provide guidance to others in the application and planning of skills; and
- work with a high degree of autonomy and exercise authority to take decisions in relation to specific customer contact matters.

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.

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

## **1.6 Level 5**

### **1.6.1 Characteristics**

Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.

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.

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.

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.

The possession of relevant post secondary qualifications may be appropriate but are not essential.

### **1.6.2 Typical duties/skills**

Indicative typical duties and skills at this level may include:

- (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:
  - account/financial;
  - staffing;
  - legislative requirements; and
  - 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:
  - 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;
  - co-ordinate the work of a number of teams within a call centre environment; and
  - have a number of specialists/supervisors reporting to them.

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.

## **1.7 Call centre technical associate**

A Call centre technical associate is employed to:

- 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;
- contribute to the development of a broad plan, budget or strategy;
- work with a high degree of autonomy and be accountable and responsible for themselves and others in achieving outcomes (some supervision may be required);
- be involved in the design, installation and management of telecommunications computer equipment and system development;
- assess installation requirements;
- design systems;
- plan and perform installations; and
- install and manage data communications equipment and find faults.

## Who Can I Contact for More Information and Assistance?

If you would like to discuss any concerns you may have in relation to issues of employment or any other employment related issues you may have, please contact:

**John Tamplin**

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Remember to call us if you need some help, we do not normally charge for phone advice.