

July 2017

## Clerks – Private Sector Award 2010

This award is used for employees who perform clerical and/or administrative duties.

Wage rates from the first pay period commencing on or after 1 July 2017.

Classification/ Level	Period of service with employer	Weekly	Hourly	Casual
Level 1	Year 1	\$738.80	\$19.44	\$24.30
	Year 2	\$775.40	\$20.41	\$25.51
	Year 3	\$799.60	\$21.04	\$26.30
Level 2	Year 1	\$809.10	\$21.29	\$26.61
	Year 2	\$824.10	\$21.69	\$27.11
Level 3	From commencement	\$854.60	\$22.49	\$28.11
Level 4	From commencement	\$897.40	\$23.62	\$29.53
Level 5	From commencement	\$933.80	\$24.57	\$30.71

## Definitions

### Full-time employees (clause 10)

Employees who work a regular or predictable roster of 38 hours per week are full-time.

### Part-time employees (clause 11)

Employees who work a regular or predictable roster and have reasonable expectation of continuation of employment are part-time. The employer and the employee, at the time of engagement, will agree on a roster of regular hours. Part time employees must be rostered for a minimum of three hours on any day. The employee is to be given a written copy of the roster.

### Casual rates (clause 12)

A casual employee is engaged for a short term period with no guarantee of continued employment beyond the period of engagement. Casual employees are paid the ordinary rate plus a loading of 25% and are excluded from certain award provisions. This loading is in lieu of entitlements to leave and other matters from which casuals are excluded by the terms of this award and the National Employment Standards.

## Allowances

### Vehicle allowance (clause 19.4)

Employees who are approved to use their motor vehicle in the course of their employment are paid at a rate of 78 cents per kilometre (Maximum 400 km per week).

## Clothing (clause 19.2)

Where an employee is required to wear and launder a uniform any cost of the uniform must be reimbursed and the employee paid a weekly laundry allowance of \$3.55 per week for full-time employees or \$0.71 per shift for casual and part-time staff.

## Meal allowance (clause 19.3)

Employees who are required to work for more than 1.5 hours of overtime without being given 24 hours' notice after the employee's ordinary time of ending work will be either provided with a meal or paid a meal allowance of \$15.14.

## Superannuation (clause 24)

All employees who are paid more than \$450 in a month are entitled to an employer contribution of 9.5% to a complying Superannuation Fund.

## Leave

### Annual (clause 29)

Each full-time or part-time employee is entitled to four weeks annual leave on ordinary pay. If a public holiday occurs on a day that an employee is normally rostered to work, within an employee's leave period, the leave will be extended by an additional day in respect of each public holiday.

An employee who terminates employment within a year of employment shall receive pro-rata annual leave calculated up to the date of termination.

Each employee taking annual leave will be paid a loading of 17.5% calculated on the ordinary rate of pay

## Personal/carers (clause 30)

Employees are entitled to 10 days personal/carer's leave per year (pro-rata for part-time employees). Unused personal leave is fully cumulative. Personal/carer's leave is accrued progressively during the year.

## Term break arrangements

Employees employed under this award are employed for the whole year and will be paid (and be required to work) through term breaks. Annual leave is usually taken over the Christmas period. The Clerks Private Sector Award does not have a provision for term time only employees.

## Overtime (clause 27)

Employees who are required to work in excess of their normal weekly rostered hours or after 7:00 pm (Monday to Friday) are paid at time and a half for the first two hours and double time thereafter. Overtime is calculated on a daily basis. The minimum period of any overtime payment is one half hour per week.

Work performed on a Saturday is paid at the rate of time and quarter and work done on a Sunday is paid at the rate of double time with a minimum of four hours.

# Classification Guide for Clerical and Administrative Employees

## Level 1

### Characteristics

Employees at this level may be a 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.

### Typical duties/skills

Indicative typical duties and skills at this level may include:

- Reception/switchboard, e.g. directing telephone callers to appropriate staff, issuing and receiving standard forms, relaying internal information and initial greeting of visitors.
- Maintenance of basic records.
- Filing, collating, photocopying, etc.
- Handling or distributing mail including messenger service.
- Recording, matching, checking and batching of accounts, invoices, orders, store requisitions, etc.
- The operation of keyboard and other allied equipment in order to achieve competency as prescribed in Level 2.

## Level 2

### 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.

### Typical duties/skills

Indicative typical duties and skills at this level may include:

- 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.
- Operation of computerised radio/telephone equipment, personal computer, printing devices attached to personal computer, dictaphone equipment, typewriter.
- 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.
- Stenographer/person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment.
- Copy typing and audio typing.
- 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
  - letters etc.
- 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
  - following standard procedures and using existing models/fields of information.
- Arrange routine travel bookings and itineraries, make appointments.
- Provide general advice and information on the organisation's products and services, e.g. front counter/telephone.

## Level 3

### 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.

### Typical duties/skills

Indicative typical duties and skills at this level may include:

- 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.
- 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.
- Apply one or more computer software packages developed for a personal computer or a central computer resource to either/or:
  - create new files and records
  - maintain computer based records management systems
  - identify and extract information from internal and external sources

- use of advanced word processing/keyboard functions.
- 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).
- Application of specialist terminology/processes in professional offices.

### Level 4

#### 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.

#### Typical duties/skills

Indicative typical duties and skills at this level may include:

- 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.
- 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.
- Advising on/provide information on one or more of the following:
  - employment conditions
  - workers compensation procedures and regulations

- superannuation entitlements, procedures and regulations
- Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either/or:
  - creating new files and records
  - maintaining computer based management systems
  - identifying and extract information from internal and external sources
  - using of advanced word processing/keyboard functions.

### Level 5

#### 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.

#### Typical duties/skills

Indicative typical duties and skills at this level may include:

- Apply knowledge of organisation's objectives, performance, projected areas of growth, product trends and general industry conditions.
- Application of computer software packages within either a personal computer or a central computer resource including the integration of complex word

processing/desktop publishing, text and data documents.

- Provide reports for management in any or all of the following areas:
  - account/financial
  - staffing
  - legislative requirements
  - other company activities.
- Administer individual executive salary packages, travel expenses, allowances and company transport; administer salary and payroll requirements of the organisation.