

CLERKS – PRIVATE SECTOR AWARD

Rates are applicable from the first full pay period on or after 1 July 2016

CLASSIFICATION		WEEKLY RATE	HRLY RATE	*CASUAL RATE (INCLUDES 25% LOADING)
LEVEL 1	Year 1	715.20	18.82	23.53
	Year 2	750.60	19.75	24.69
	Year 3	774.10	20.37	25.46
LEVEL 2	Year 1	783.30	20.61	25.77
	Year 2	797.80	20.99	26.24
LEVEL 3		827.30	21.77	27.21
CALL CENTRE PRINCIPLE CUSTOMER SPECIALIST		833.10	21.92	27.40
LEVEL 4		868.70	22.86	28.58
LEVEL 5		904.00	23.79	29.74
CALL CENTRE TECHNICAL ASSOCIATE		990.20	26.06	32.57

LEVEL 1

Competency/Skill Level:

- * Initial Recruit with limited experience and skill
- * Closely supervised
- * Works to set procedures and guides
- * Routine clerical work
- * Limited problem solving, discretion & relevant experience

Duties:

- * Reception
- * Switchboard
- * Filing
- * Sorting Mail
- * Organising Meetings
- * Taking minutes

MTA Indicative Roles

Accounts payable/receivable inexperienced
Record keeper – other (previously Vehicle RS&R Award level 3)
Basic record keeping and collating, batching, orders, requisitions.
Call centre customer contact trainee (such employees may in fact be covered under the Vehicle Award - any queries call MTA Employment Relations). Years 2 and 3 rates recognise greater experience and less supervision and role may involve assisting less experienced.

CALL CENTRE PRINCIPAL CUSTOMER SPECIALIST

Competency/Skill Level:

- * Perform a broad range of skilled applications
- * Provide leadership as a coach or mentor
- * Work with a high degree of autonomy and authority and take decisions in relation to specific customer contact matters
- * Take responsibility for outcomes and resolve complex situations
(Note: Such employees may in fact be covered under the Vehicle Award - any queries call MTA Employment Relations)

LEVEL 4

Competency/Skill Level:

- * Fully competent in the role
- * reporting to senior management
- * uses initiative discretion and judgement
- * provide training to lower levels
- * Responsible and accountable for own work
- * Limited guidance and direction

Duties:

- * Prepare financial statements
- * Calculate costings
- * Authorise payments
- * Employment conditions advice
- * Workers compensation
- * Superannuation
- * Spreadsheets
- * Payment summaries

MTA Indicative Roles

Administrative officer; Assistant accountant; Team leader/supervisor; Advisory/Payroll officer providing advice on legislation.

LEVEL 5

Competency/Skill Level:

- * Fully competent in the role
- * Broad guidance to executive
- * Uses initiative discretion and judgement
- * Provide training to lower levels
- * Typically has specialist knowledge
- * Has worked or studied in the field
- * Delegate responsibility to other employees
- * Responsible and accountable for own and others work

Duties:

- * Resolving operational problems
- * Administer work flow
- * Monitor quality of work
- * Performance management
- * Ensures compliance with legislative requirements
- * Train and supervise employees at a lower level
- * Workers compensation
- * Superannuation
- * Delivery of training
- * Payment summaries

MTA Indicative Roles

Assistant accountant experienced; Administrative officer experienced; Senior supervisor.

CALL CENTRE TECHNICAL ASSOCIATE

Competency/Skill Level:

- * Highly complex and specialised functions
- * Contribute to broad plan, budget or strategy
- * High degree of autonomy, accountable and responsible for themselves and others – may involve supervision
- * May include design, installation, management of telecommunications, computer equipment.

(Note: Such employees may in fact be covered under the Vehicle Award – any queries call MTA Employment Relations)

LEVEL 2

Competency/Skill Level:

- * Some experience and skill gained in the job or over time
- * General supervision
- * Exercises some judgement
- * Provide guidance to lower levels
- * Responsible and accountable for own work

Duties:

- * Reception
- * Referral of complex enquiries
- * Switchboard
- * Enter Payroll data
- * Using computer
- * Create/edit/format docs
- * Reconcile accounts
- * Cert II Business admin

MTA Indicative Roles

Accounts payable/receivable; Receptionist with higher administrative and interpersonal skill and knowledgeable of the business; Record keeper (as defined) (previously Vehicle RS&R Award level 5); Call centre customer contact officer grade 1, consider classifying under Vehicle Award.

LEVEL 3

Competency/Skill Level:

- * Fully competent in the role
- * Uses discretion and judgement
- * Provide guidance to lower levels
- * Responsible and accountable for own work
- * Limited initiative and judgement
- * General guidance only
- * May work unsupervised

Duties:

- * Cash Payment summaries
- * Banking statements
- * Inventory Control
- * Reconcile wages records
- * Using accounting pkg
- * Maintain payroll records
- * Reconcile accounts
- * Specialist advice

MTA Indicative Roles

Accounts clerk; Payroll clerk; Personal assistant; Call centre customer contact officer grade 2, such employees may in fact be covered under the Vehicle Award.

Traineeship (Accredited) Skill Level A Descriptors

BSB Business Services II, III, IV, Diploma
FNS Financial Services II, III, IV
ICA Information & Communications Technology II, III, IV.

TRAINEESHIP - SKILL LEVEL A

These rates only apply to an accredited traineeship contract registered with the State Training Services.

NATIONAL TRAINING WAGE AWARD SKILL LEVEL A

Years since leaving school	Completed Year 10 \$ Gross per week	Completed Year 11 \$ Gross per week	Completed Year 12 \$ Gross per week
School leaver	302.20	332.80	396.50
Plus 1 year	332.80	396.50	461.40
Plus 2 years	396.50	461.40	537.00
Plus 3 years	461.40	537.00	614.80
Plus 4 years	537.00	614.80	614.80
Plus 5 years	614.80	614.80	614.80

SCHOOL BASED TRAINEESHIPS

	Year 11 Hourly rate (\$)	Year 12 Hourly rate (\$)
Part Time	9.94	10.96
Casual (25%)	12.43	13.70

JUNIOR EMPLOYEES

<u>Level 1</u> Age (years)	Year 1 (\$)	Year 2 (\$)	Year 3 (\$)	Call centre principal customer contact specialist
Under 16	321.84	337.77	348.35	\$374.90
16	357.60	375.30	387.05	\$416.55
17	429.12	450.36	464.46	\$499.86
18	500.64	525.42	541.87	\$583.17
19	572.16	600.48	619.28	\$666.48
20	643.68	675.54	696.69	\$749.79
21 and over	Refer to adult rates of pay.			

<u>Level 2</u> Age (years)	Year 1 (\$)	Year 2 (\$)
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Under 16	352.49	359.01
16	391.65	398.90
17	469.98	478.68
18	548.31	558.46
19	626.64	638.24
20	704.97	718.02

21 and over Refer to adult rates of pay.

<u>Levels 3, 4 & 5</u> Age (years)	Level 3 (\$)	Level 4 (\$)	Level 5 (\$)	Call centre technical associate
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Under 16	372.29	390.92	406.80	\$445.59
16	413.65	434.35	452.00	\$495.10
17	496.38	521.22	542.40	\$594.12
18	579.11	608.09	632.80	\$693.14
19	661.84	694.96	723.20	\$792.16
20	744.57	781.83	813.60	\$891.18

21 and over Refer to adult rates of pay.

ALLOWANCES & LOADINGS

19.2 Laundry allowance

Where an employee wears a uniform

Fulltime	\$3.55 per week
Part time or casual	\$0.71 per shift

19.3 Meal allowance

Where an employee works over 1.5 hours OT without 24 hours' notice

Where the same OT exceeds 4 hours, a second meal allowance must be provided	\$14.98 meal
	\$11.99 meal

19.4 Vehicle allowance

Where an employee uses their own vehicle (up to 400km)

Motor Car	\$0.78 per km
Motor Cycle	\$0.26 per km

19.6 First Aid Allowance

Where an employee is trained and appointed as a first aid officer	\$11.75 per week
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COMBINING CONDITIONS

Ordinary Hours of Work and Saturday and Sunday Penalties

Employees may work ordinary hours on the same basis as the majority of employees in the workplace covered by the Vehicle Manufacturing, Repair, Services and Retail Award 2010 (clause 25.1(b)). This means that day work clerical employees in the RS&R sector may be employed on ordinary hours on Saturday at time and one quarter and Sunday at double time.

CASUAL EMPLOYEES

Casual Loadings

The following loadings are in addition to the base hourly rate of pay (1/38th) of the weekly rate:

Monday to Friday	25%
Saturday	50%
Sunday	125%
Public Holiday	175%
Overtime	First 2 hours 75%
	Thereafter 125%

SHIFT WORKERS

SHIFTWORK RATES

Ordinary rate (weekly rate ÷ 38) plus rate below for shift workers employed on afternoon, night shift, Saturday, Sunday or public holidays for work done during ordinary hours of such shift.

	Full time/part time	Casual
Afternoon or night shift work	15%	40%
Permanent night shift work	30%	55%
Saturday, Sunday and Public Holiday Shift Work	50%	75%