



Clerks – Private Sector Award 2020 2022/2023 Wage Guide

The wage rates listed in this guide are effective from the first full pay period commencing on or after 1 July 2022.

Use this wage guide only if you are a **NATIONAL SYSTEM EMPLOYER** which includes: **ALL businesses in Australia, except those that are UNINCORPORATED in Western Australia**

N.B. Employers have a legal obligation to ensure that employees are NOT paid below these minimum rates of pay and allowances.

Click this link to view the full version of the [Clerks - Private Sector Award 2020 \[MA000002\]](#)

Classification	Weekly (38 hours)	Hourly	Casual (25% loading)
ADULT EMPLOYEES (OVER 21 YEARS OLD)			
Level 1—Year 1	\$861.40	\$22.67	\$28.34
Level 1—Year 2	\$902.10	\$23.74	\$29.68
Level 1—Year 3	\$929.90	\$24.47	\$30.59
Level 2—Year 1	\$940.90	\$24.76	\$30.95
Level 2—Year 2	\$958.30	\$25.22	\$31.53
Level 3	\$993.80	\$26.15	\$32.69
Call centre principal customer contact specialist	\$1000.80	\$26.34	\$32.93
Level 4	\$1043.60	\$27.46	\$34.33
Level 5	\$1086.00	\$28.58	\$35.73
Call centre technical associate	\$1189.60	\$31.31	\$39.14
JUNIOR EMPLOYEES (UNDER 21 YEARS OLD)			
Age	Percentage of appropriate adult rate		
Under 16 years old	45%		
16 years old	50%		
17 years old	60%		
18 years old	70%		
19 years old	80%		
20 years old	90%		
CONTACT THE HR ADVISORY SERVICE FOR TRAINEESHIP WAGES			

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Allowances		
Term	Description	Amount
Clothing and Footwear allowance (clause 19.4)	When an employee is required to wear and launder a uniform any cost of the uniform must be reimbursed and the employee must be paid	\$3.55 per week for full-time employees or \$0.71 per shift for part-time or casual employees for laundry expenses.
Meal allowance (clause 19.5)	An employee required to work overtime for more than one and a half hours without being notified on the previous day or earlier of the requirement to work overtime will either be supplied with a meal by the employer or paid \$16.91 for the first meal, and \$13.54 for each subsequent meal.	\$16.91 first meal; then \$13.54 each subsequent meal.
Vehicle allowance (clause 19.6)	if required by an employer to use their own motor vehicle on the employer's business the employee will be reimbursed the following amounts	Motor Vehicle \$0.91 per km Motorcycle \$0.31 per km
First aid allowance (clause 19.2)	An employee who has been trained to render first aid and holds appropriate first aid qualifications and is appointed by the employer to perform first aid duty	\$14.11 per week

Please note: Schedule C of the Award now contains a summary of monetary allowances payable under the Clerks – Private Sector Award 2020.

Classifications—definitions

The classification criteria in this schedule provide guidelines to determine the appropriate classification level of persons employed pursuant to this award. In determining the appropriate level, consideration must be given to both the characteristics and typical duties/skills. The characteristics are the primary guide to classification as they indicate the level of basic knowledge, comprehension of issues, problems and procedures required and the level of supervision or accountability of the position. The totality of the characteristics must be read as a whole to obtain a clear understanding of the essential features of any particular level and the competency required. The typical duties/skills are a non-exhaustive list of duties/skills that may be comprehended within the particular level. They are an indicative guide only and at any particular level employees may be expected to undertake duties of any level lower than their own. Employees at any particular level may perform/utilise one such duty/skill, or many of them, depending on the particular work allocated.

The key issue to be looked at in properly classifying an employee is the level of competency and skill that the employee is required to exercise in the work they perform, not the duties they perform per se. It will be noted that some typical duties/skills appear in more than one level, however when assigning a classification to an employee this needs to be done by reference to the specific characteristics of the level. For example, whilst word processing and copy typing are first specifically mentioned at Level 2 in terms of typical duty/skill, it does not mean that as soon as an employee operates a word processor or typewriter they automatically become Level 2. They would achieve a Level 2 classification when they have achieved the level of skill and competency envisaged by the characteristics and the relevant indicative duty(ies)/skill(s)

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of a Level 2. Level 1 in this structure is to be viewed as the level at which employees learn and gain competence in the basic clerical skills required by the employer, which in most cases would lead to progression through the classification structure as their competency and skills increase and are utilised.

Level 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.

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.

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:

- 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.

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- 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.

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.

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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:
 - 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.

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.

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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:

- 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.

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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:

- 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.

Call centre technical associate

A Call centre technical associate is employed to:

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- 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.

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**For more information or assistance, please contact the friendly team at the
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